

# HCAHPS - State

State	HCAHPS Question	HCAHPS Measure ID
AK	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AK	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AK	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AK	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AK	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AK	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AK	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AK	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AK	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AK	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AK	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AK	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

# HCAHPS - State

## HCAHPS Answer Description

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well






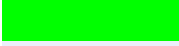






Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

# HCAHPS - State

HCAHPS Answer Percent	Footnote
 72%	
 8%	
 20%	
 77%	
 4%	
 19%	
 82%	
 4%	
 14%	
 71%	
 8%	
 21%	

# HCAHPS - State

Measure Start Date	Measure End Date
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013
10/01/2012	09/30/2013

# HCAHPS - State

AK	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AK	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AK	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AK	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AK	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AK	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AK	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AK	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AK	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AK	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AK	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AK	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AK	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

# HCAHPS - State

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

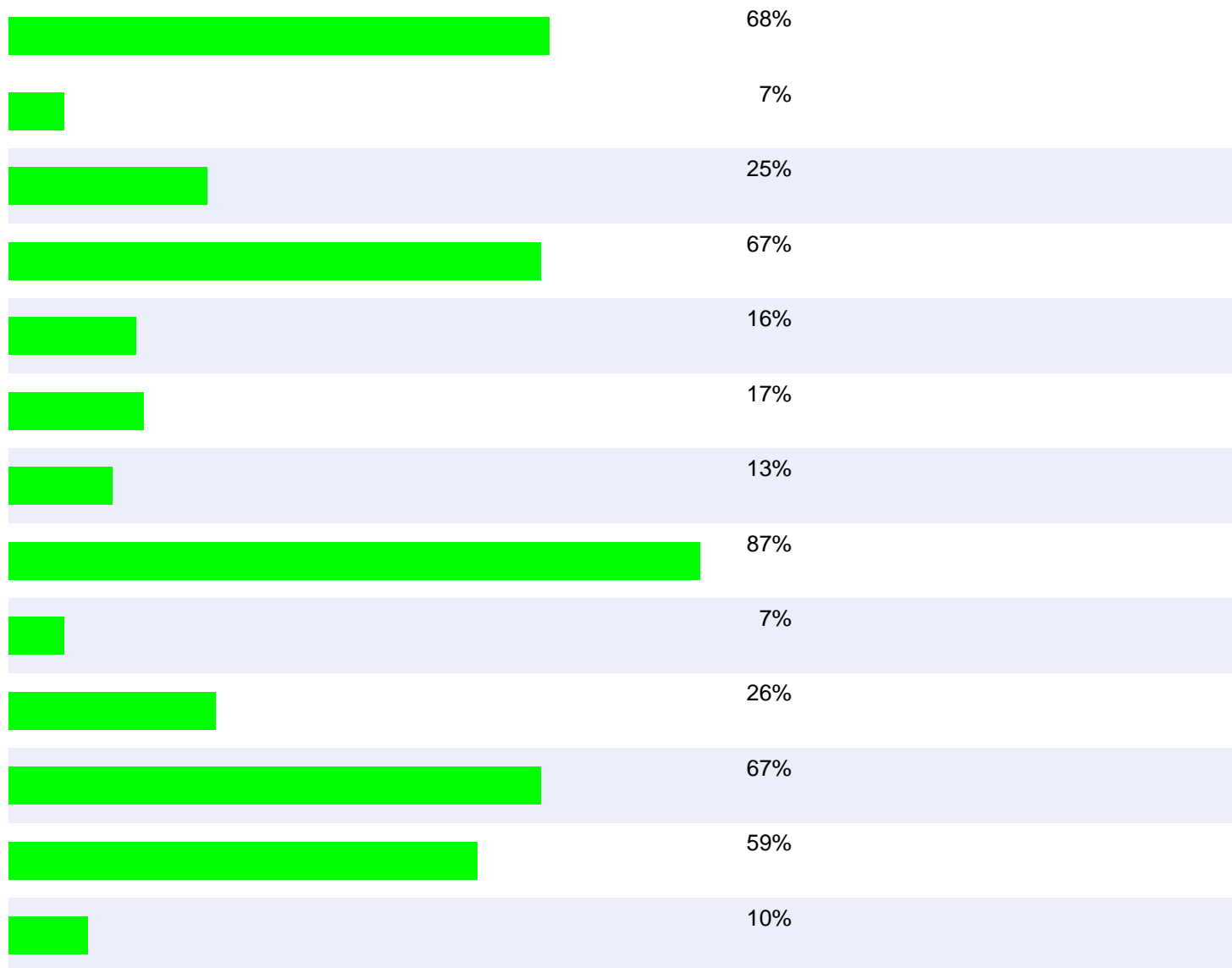
Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

AK	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AK	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AK	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AK	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
AL	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AL	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AL	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AL	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AL	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AL	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AL	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AL	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AL	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

# HCAHPS - State

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

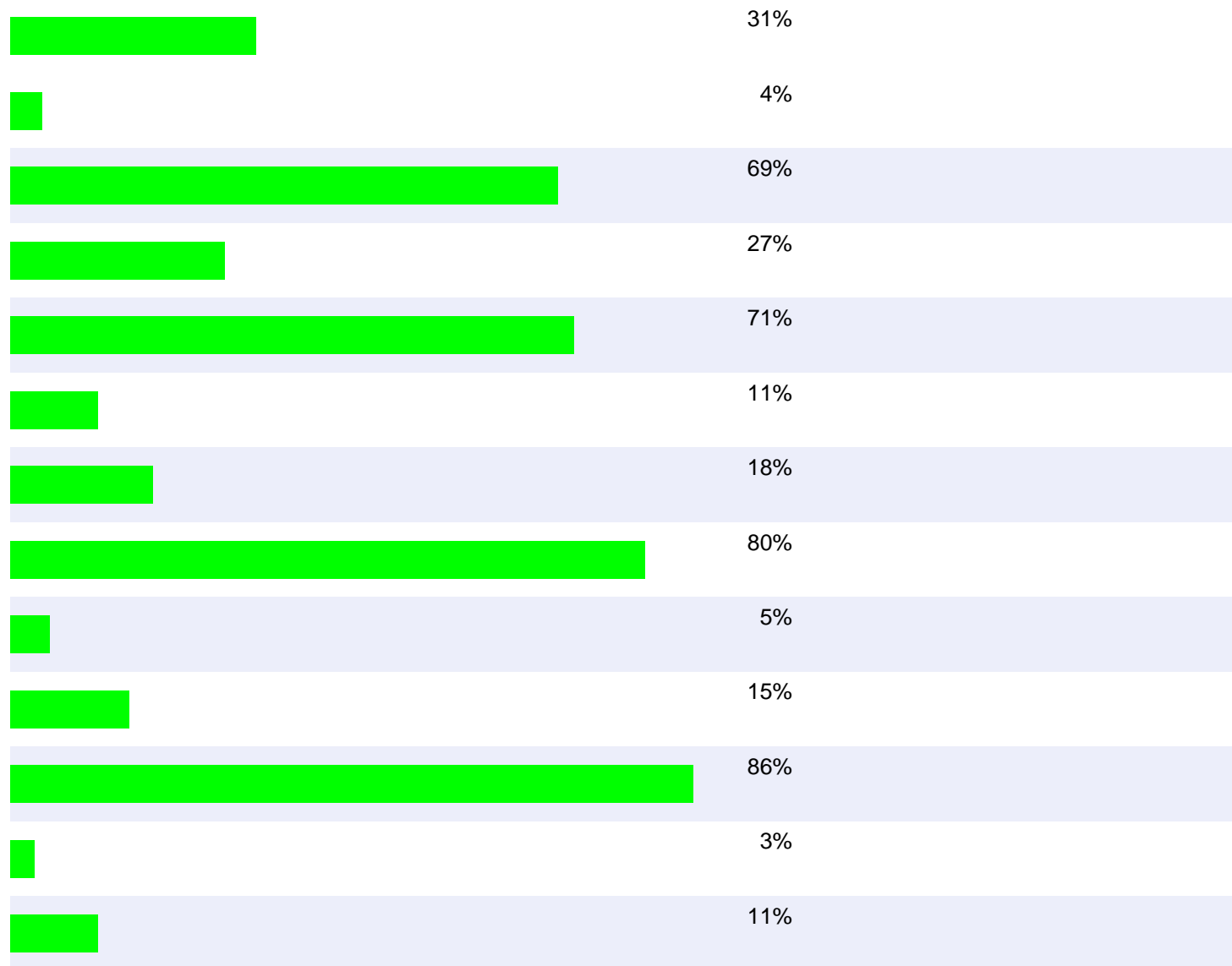
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

AL	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AL	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AL	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
AL	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AL	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AL	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AL	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AL	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AL	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AL	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AL	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AL	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AL	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

# HCAHPS - State

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

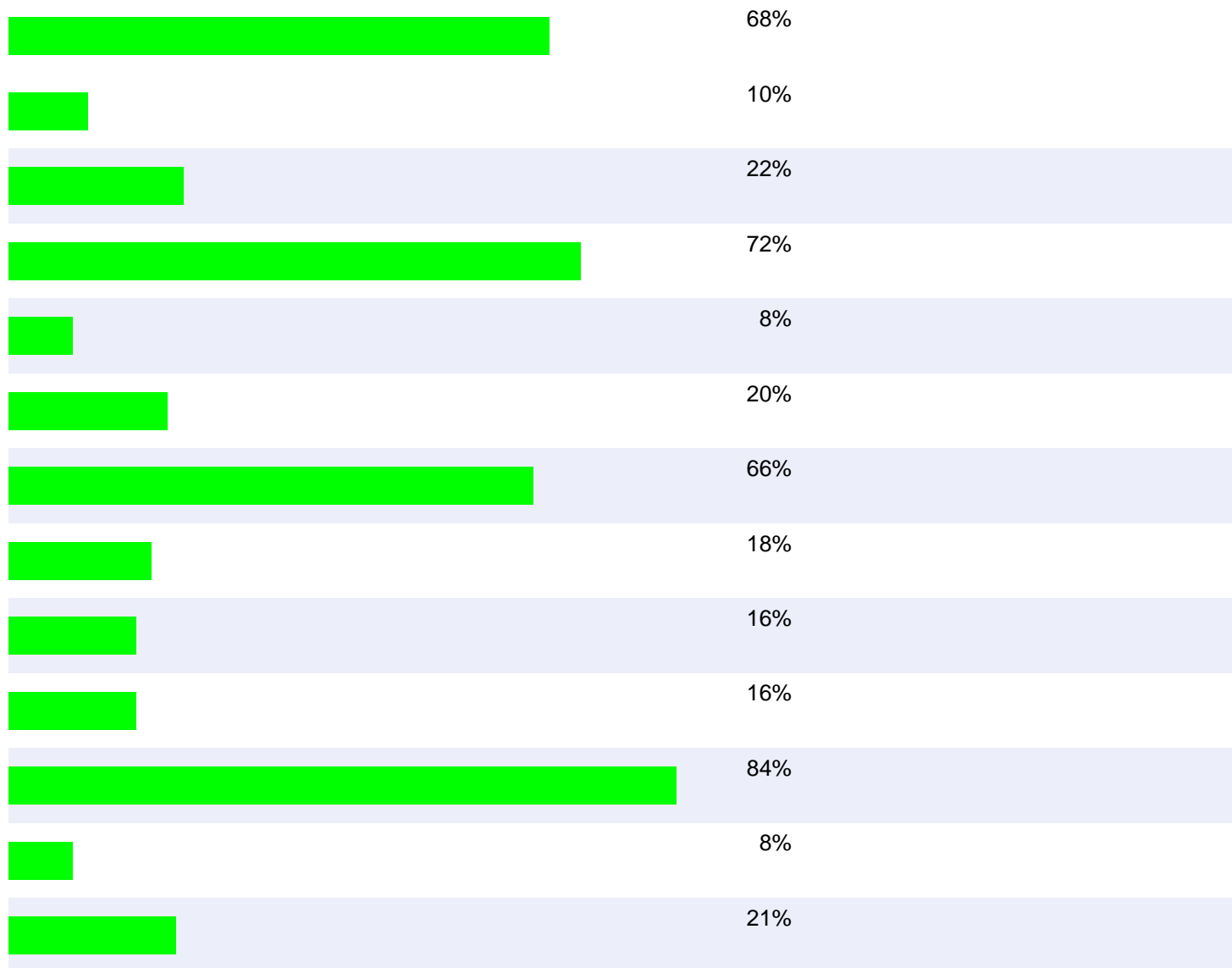
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

AL	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AL	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AL	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AL	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AL	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AL	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AL	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
AR	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AR	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AR	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AR	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AR	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AR	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

# HCAHPS - State

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

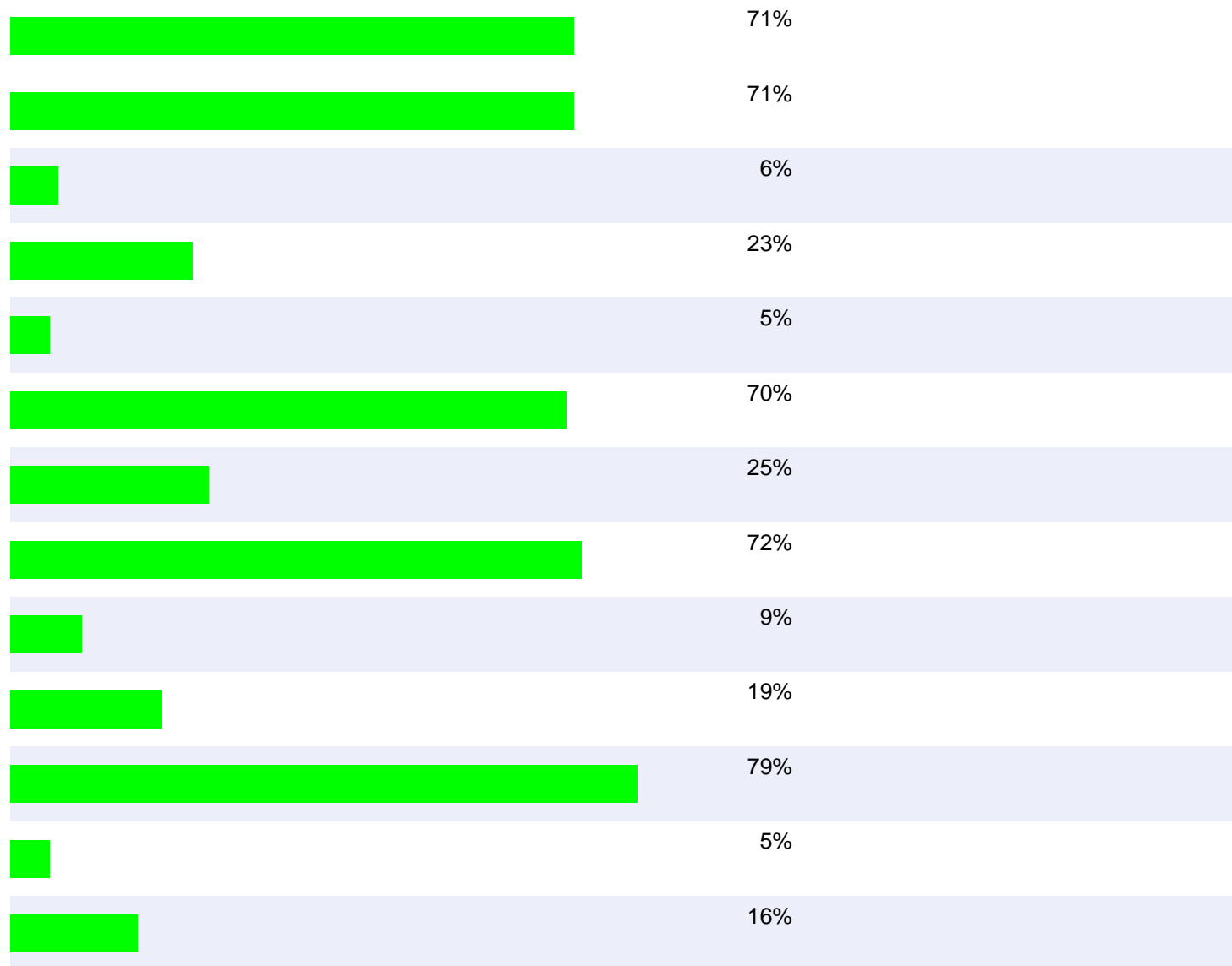
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

AR	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AR	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AR	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AR	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AR	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AR	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
AR	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AR	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AR	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AR	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AR	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AR	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AR	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

# HCAHPS - State

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

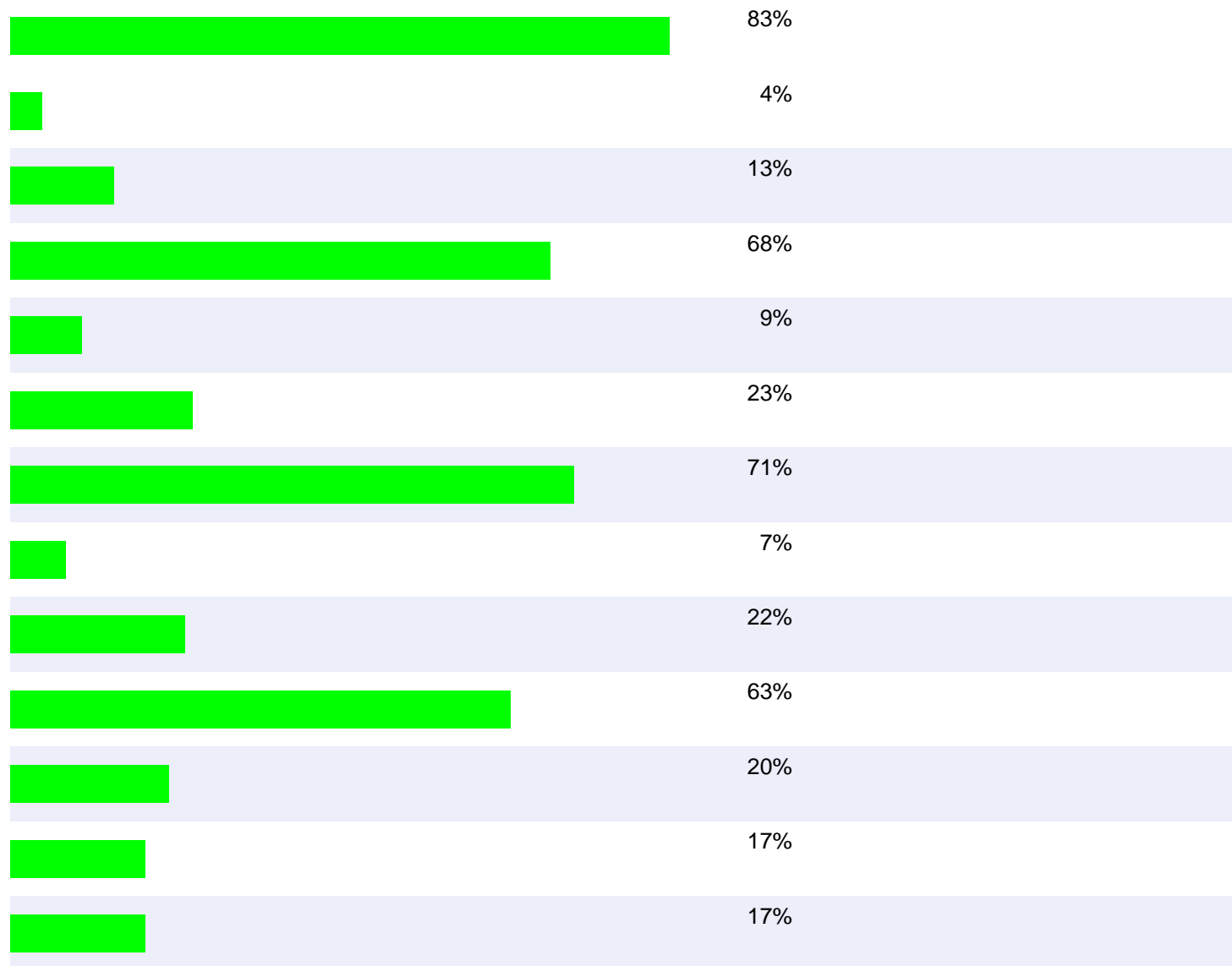
Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

AR	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AR	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AR	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AR	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AR	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AR	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AR	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AR	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AR	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AR	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
AS	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AS	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AS	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

# HCAHPS - State

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

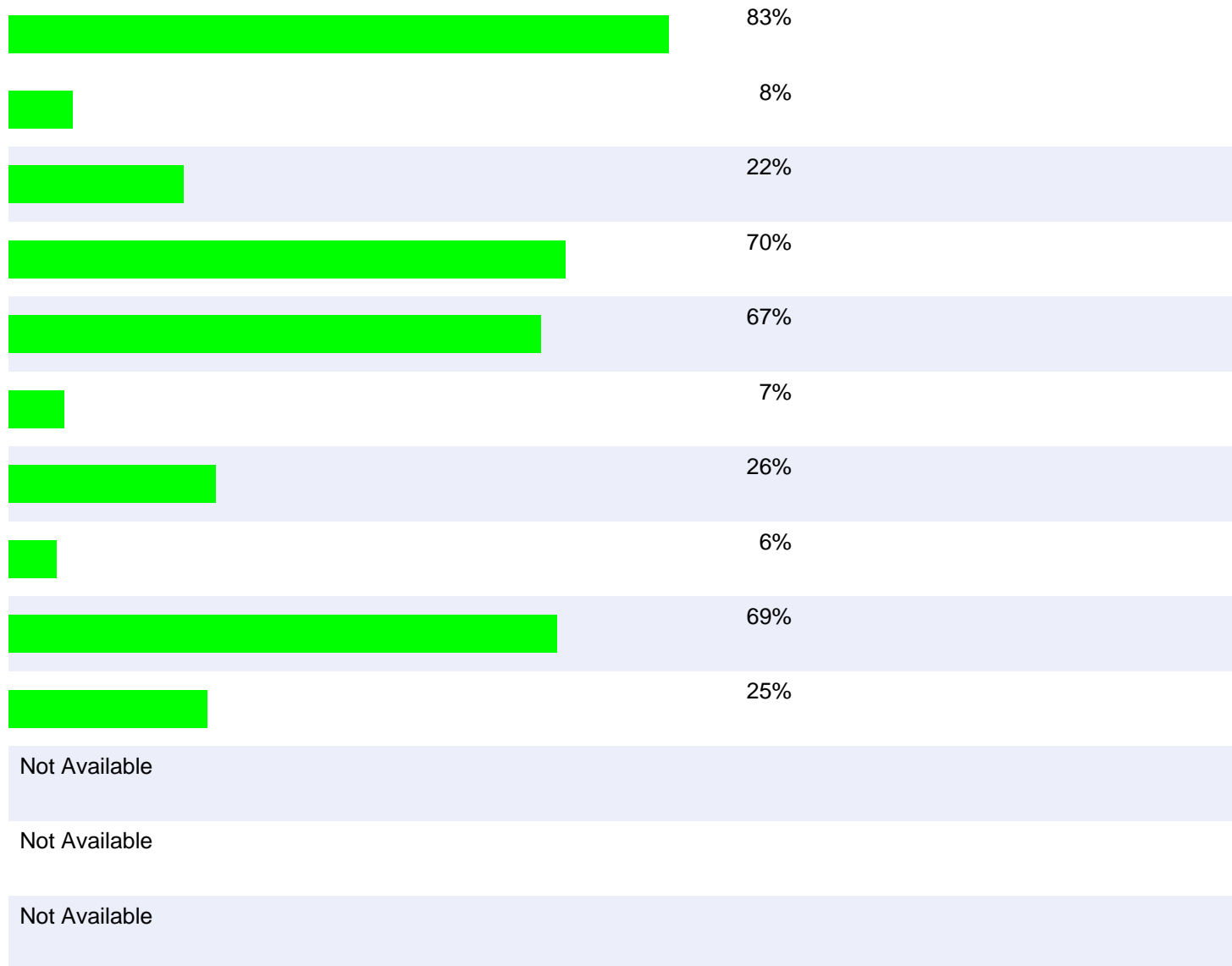
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

AS	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AS	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AS	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AS	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AS	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AS	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AS	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AS	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AS	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
AS	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
AS	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AS	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AS	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

# HCAHPS - State

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

AS	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AS	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AS	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AS	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AS	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AS	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AS	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AS	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AS	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AS	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
AS	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AS	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AS	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

# HCAHPS - State

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

AZ	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
AZ	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
AZ	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
AZ	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
AZ	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
AZ	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
AZ	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
AZ	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
AZ	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
AZ	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
AZ	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
AZ	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
AZ	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

# HCAHPS - State

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

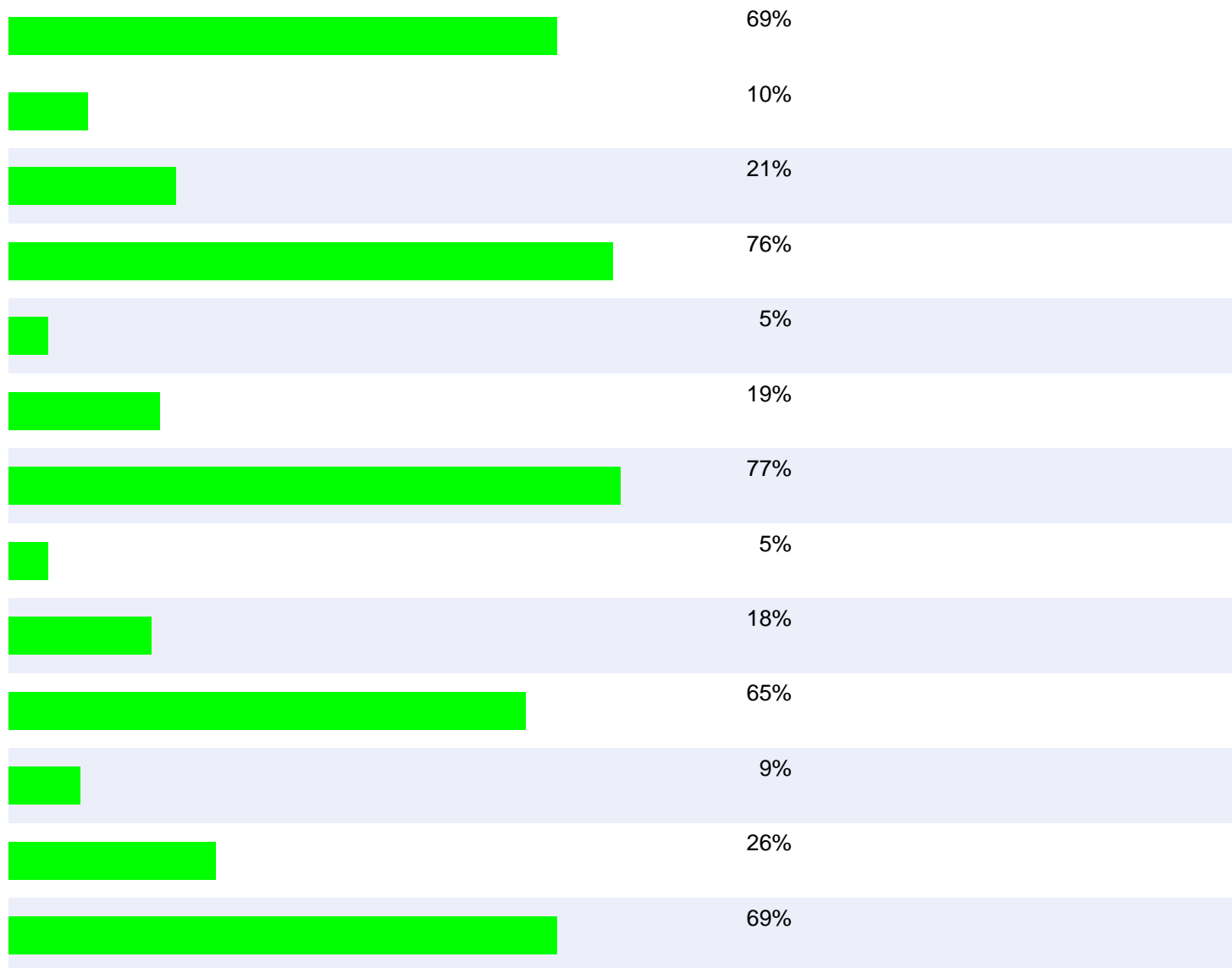
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

AZ	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
AZ	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
AZ	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
AZ	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
AZ	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
AZ	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
AZ	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
AZ	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
AZ	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
AZ	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
AZ	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
AZ	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
AZ	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

# HCAHPS - State

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

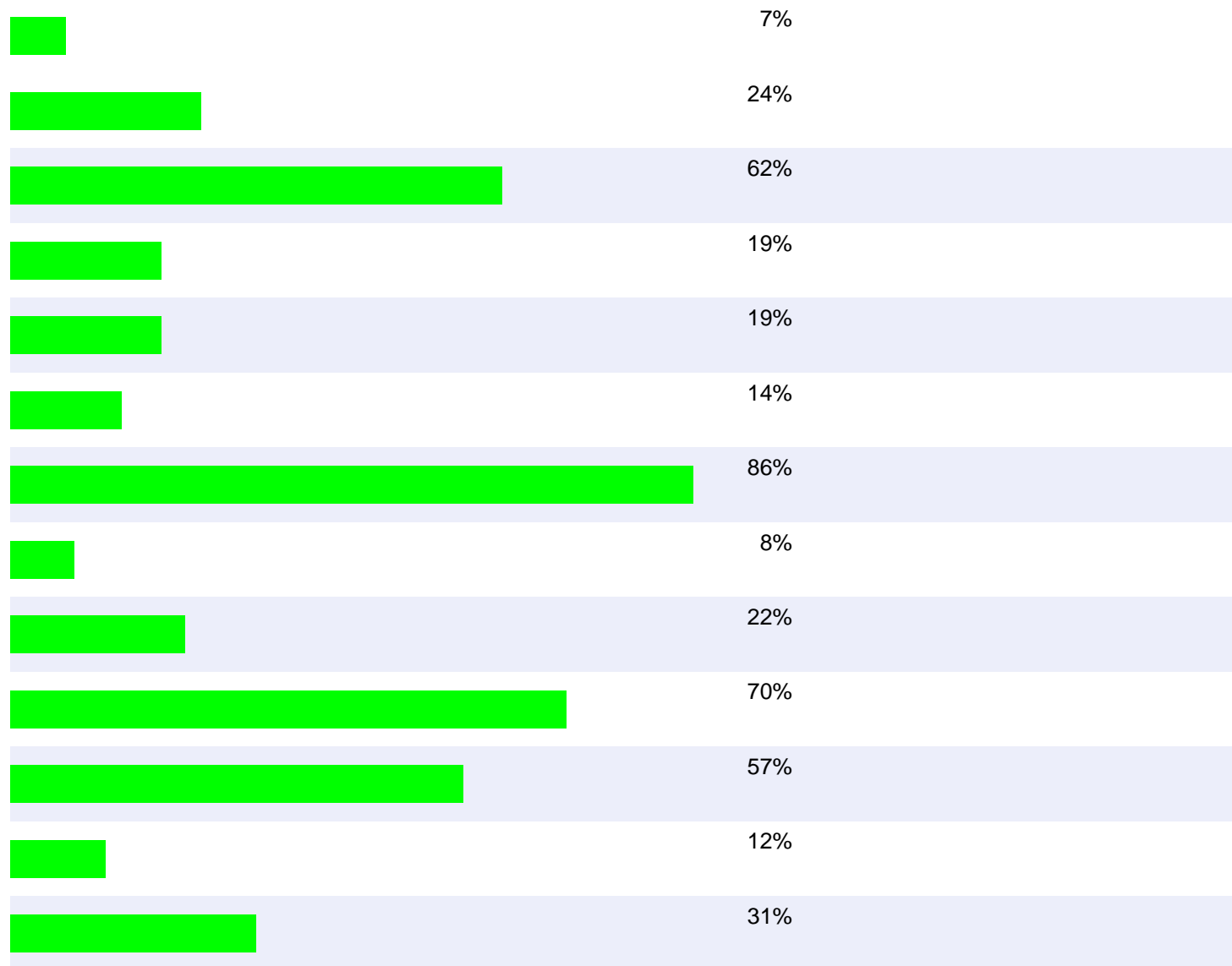
Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

AZ	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
AZ	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
AZ	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
CA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
CA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
CA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
CA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
CA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
CA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
CA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
CA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
CA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
CA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

# HCAHPS - State

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

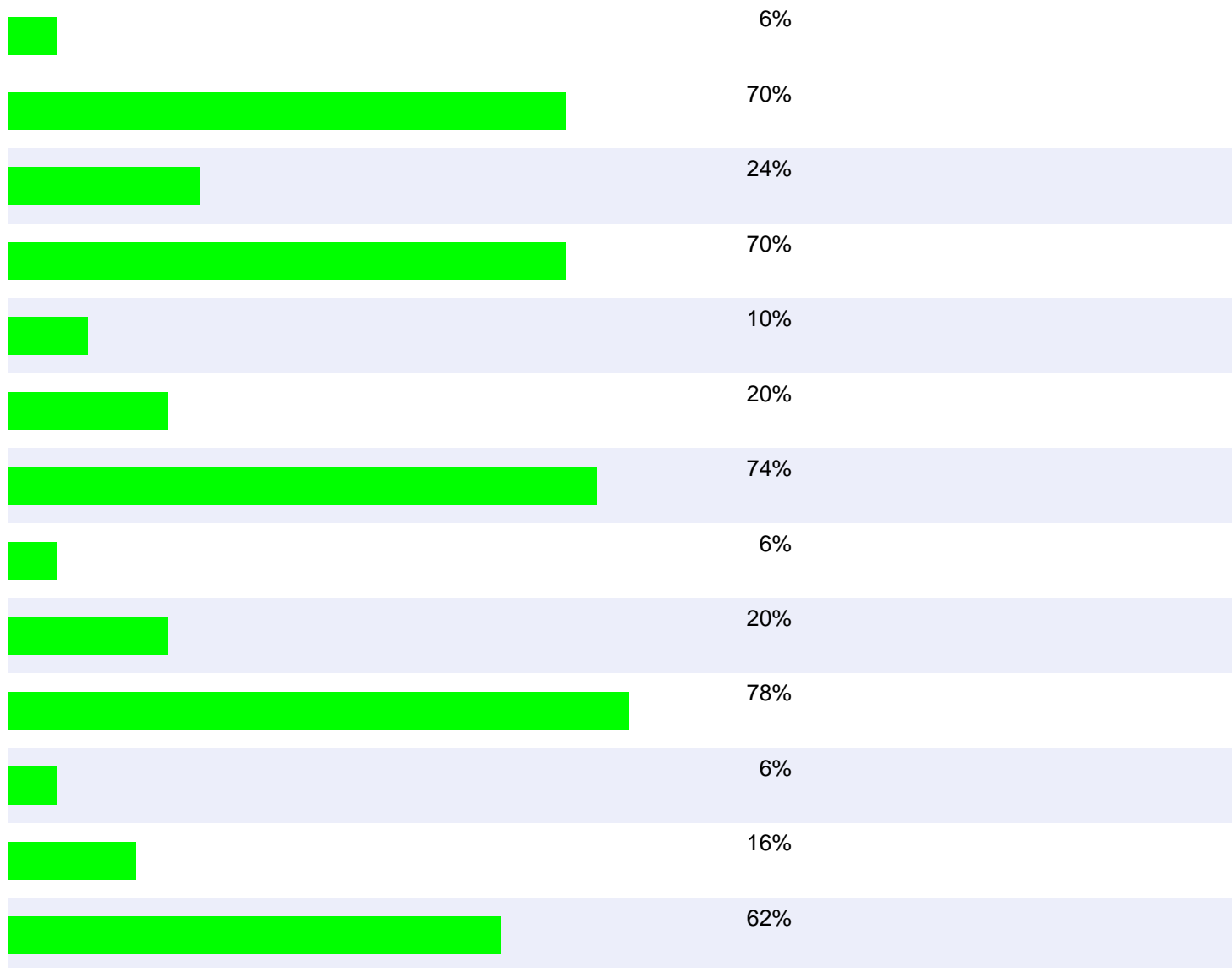
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

CA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
CA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
CA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
CA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
CA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
CA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
CA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
CA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
CA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
CA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
CA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
CA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
CA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

# HCAHPS - State

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

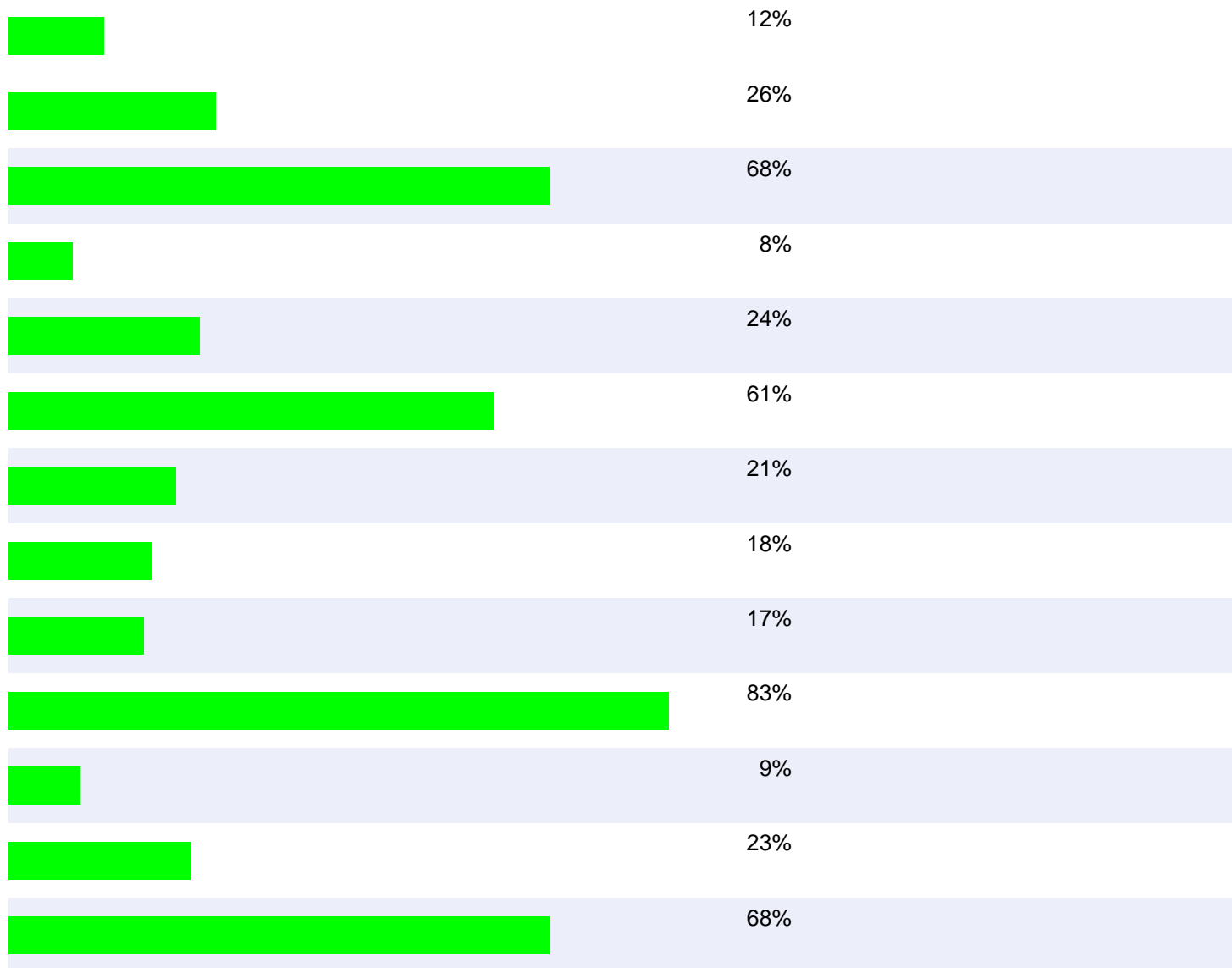
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

CA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
CA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
CA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
CA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
CA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
CA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
CO	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
CO	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
CO	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
CO	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
CO	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
CO	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
CO	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

# HCAHPS - State

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

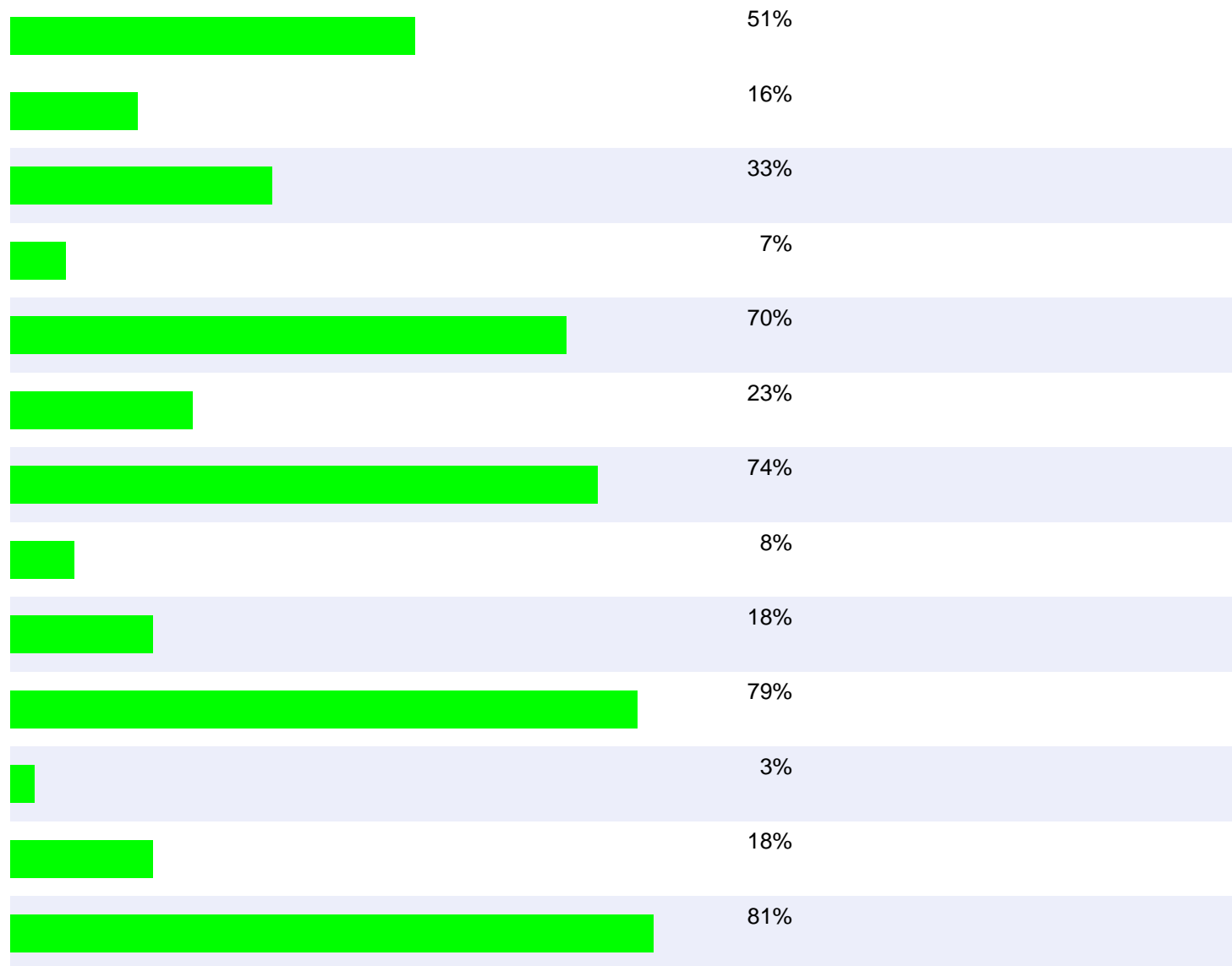
Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

CO	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
CO	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
CO	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
CO	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
CO	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
CO	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
CO	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
CO	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
CO	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
CO	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
CO	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
CO	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
CO	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

# HCAHPS - State

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

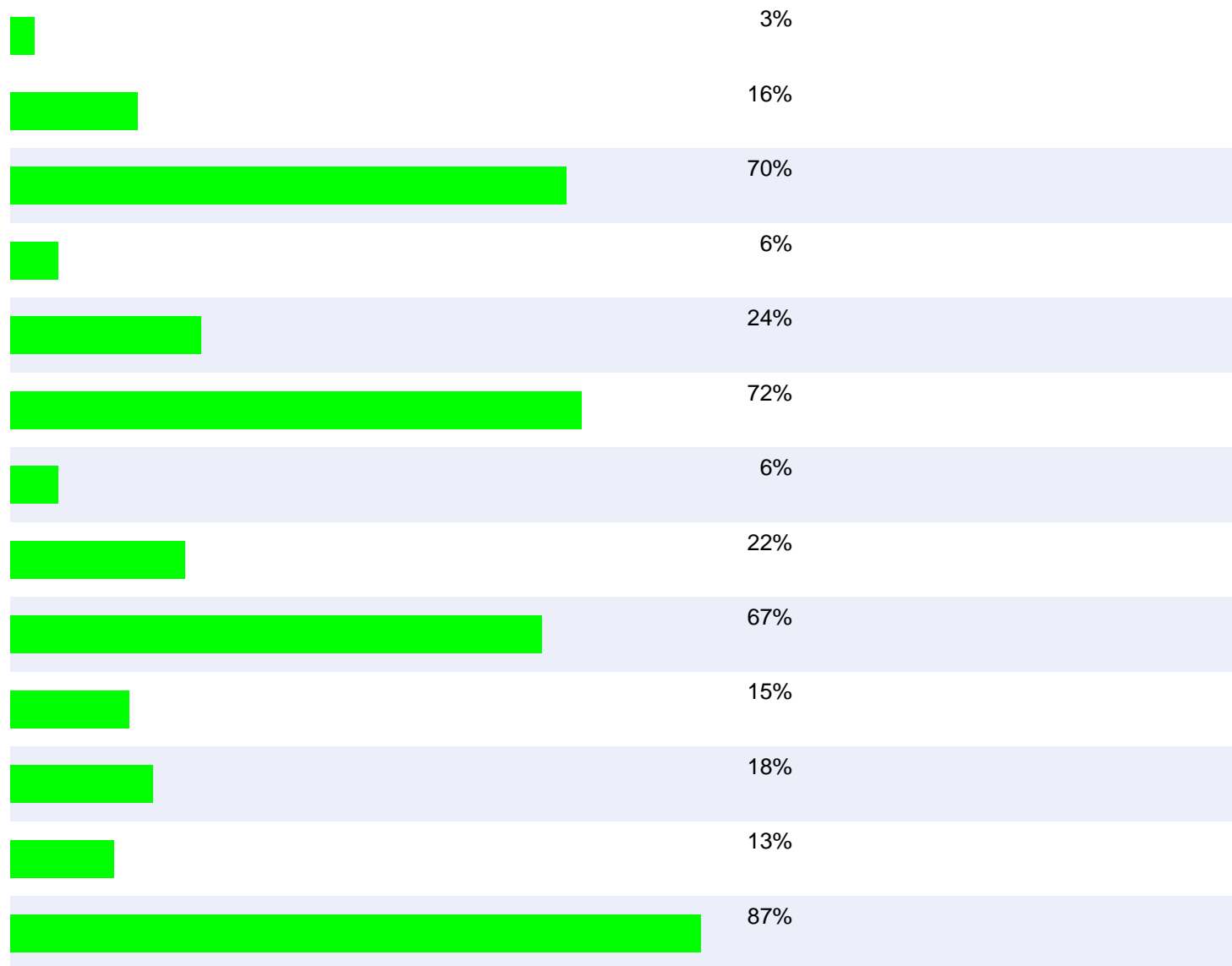
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

CO	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
CO	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
CO	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
CO	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
CO	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
CO	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
CO	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
CO	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
CO	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
CT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
CT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
CT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
CT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

# HCAHPS - State

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

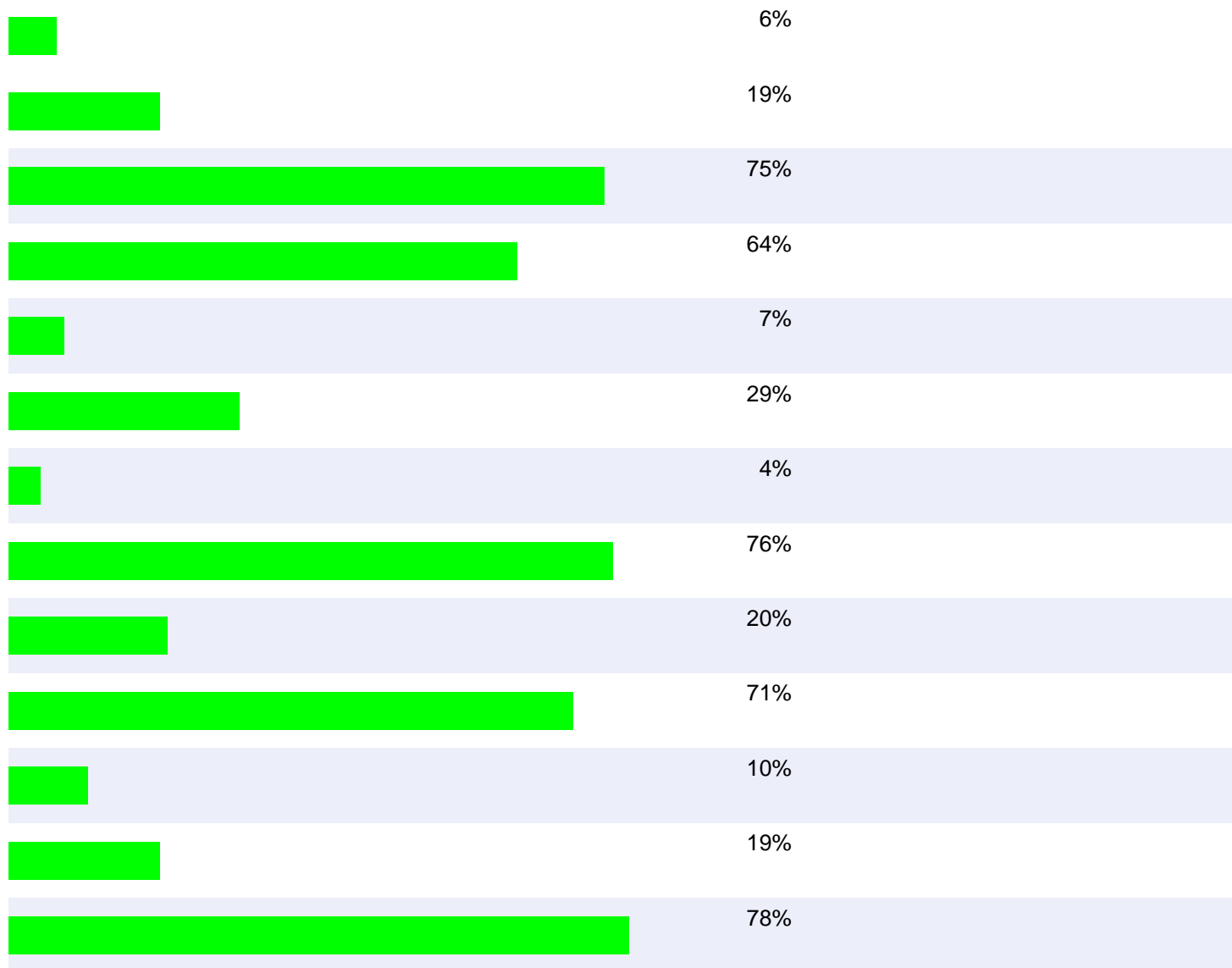
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

CT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
CT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
CT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
CT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
CT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
CT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
CT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
CT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
CT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
CT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
CT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
CT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
CT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

# HCAHPS - State

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

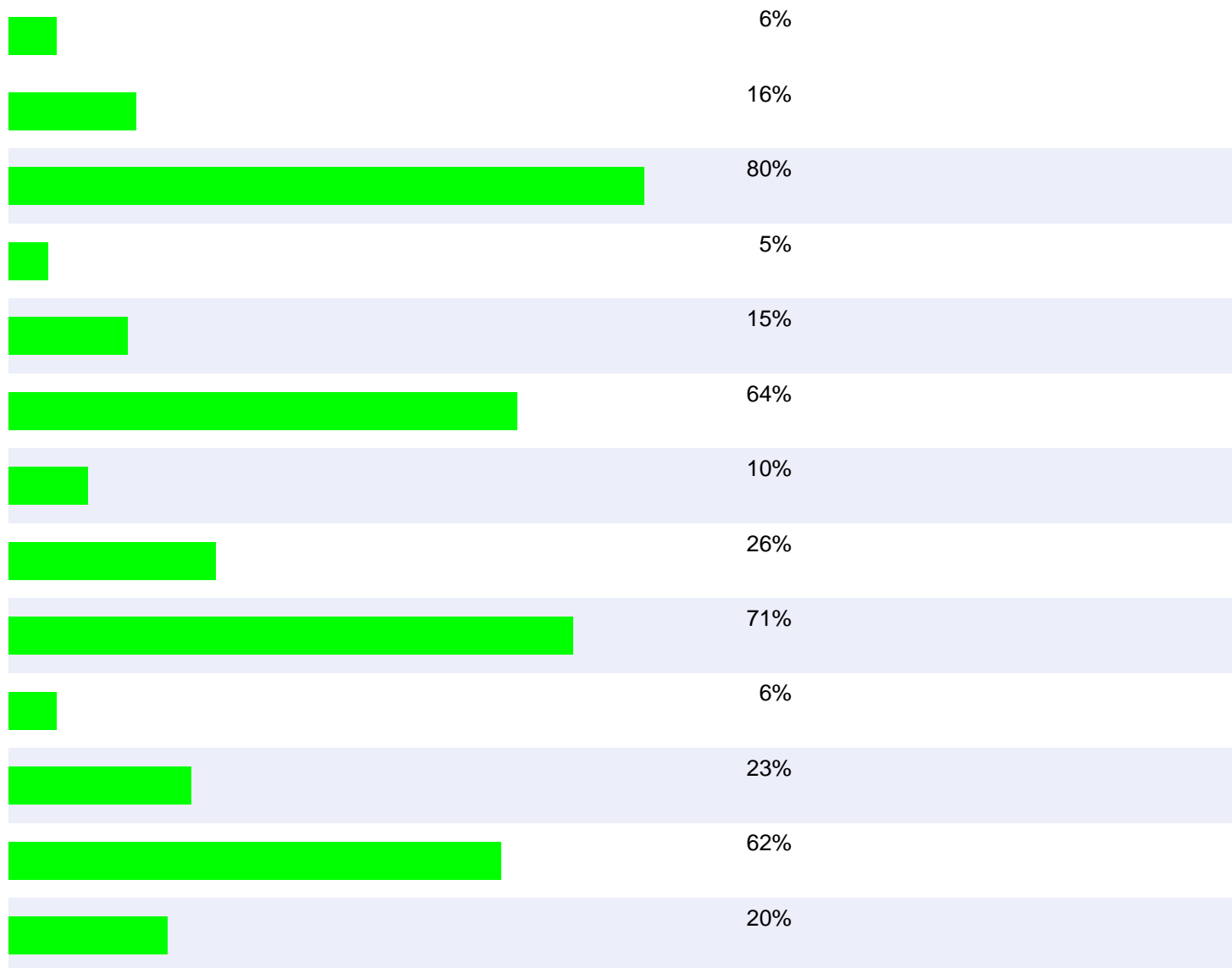
Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

CT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
CT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
CT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
CT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
CT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
CT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
CT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
CT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
CT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
CT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
CT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
CT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
DC	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

# HCAHPS - State

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

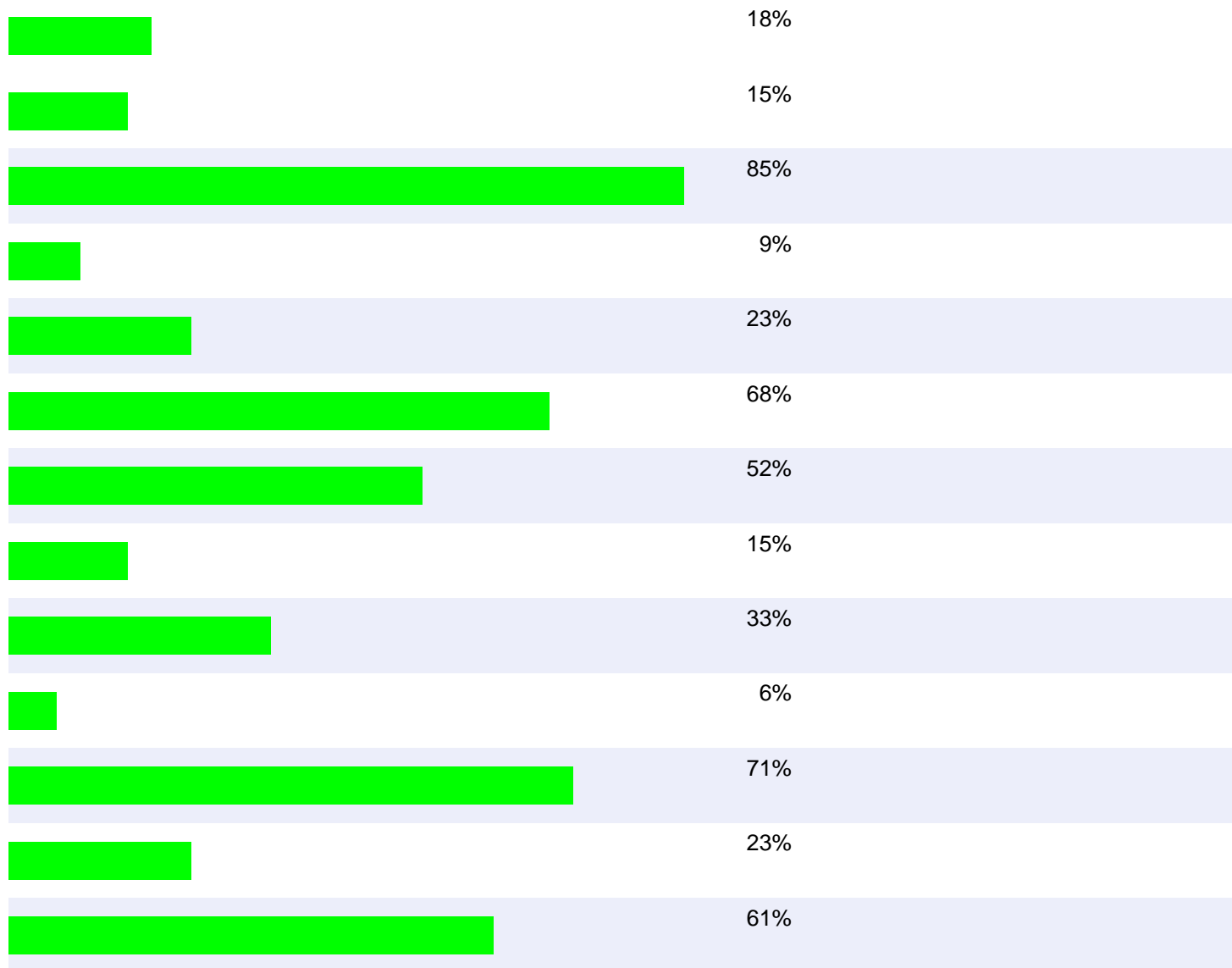
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

DC	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
DC	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
DC	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
DC	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
DC	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
DC	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
DC	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
DC	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
DC	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
DC	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
DC	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
DC	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
DC	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

# HCAHPS - State

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

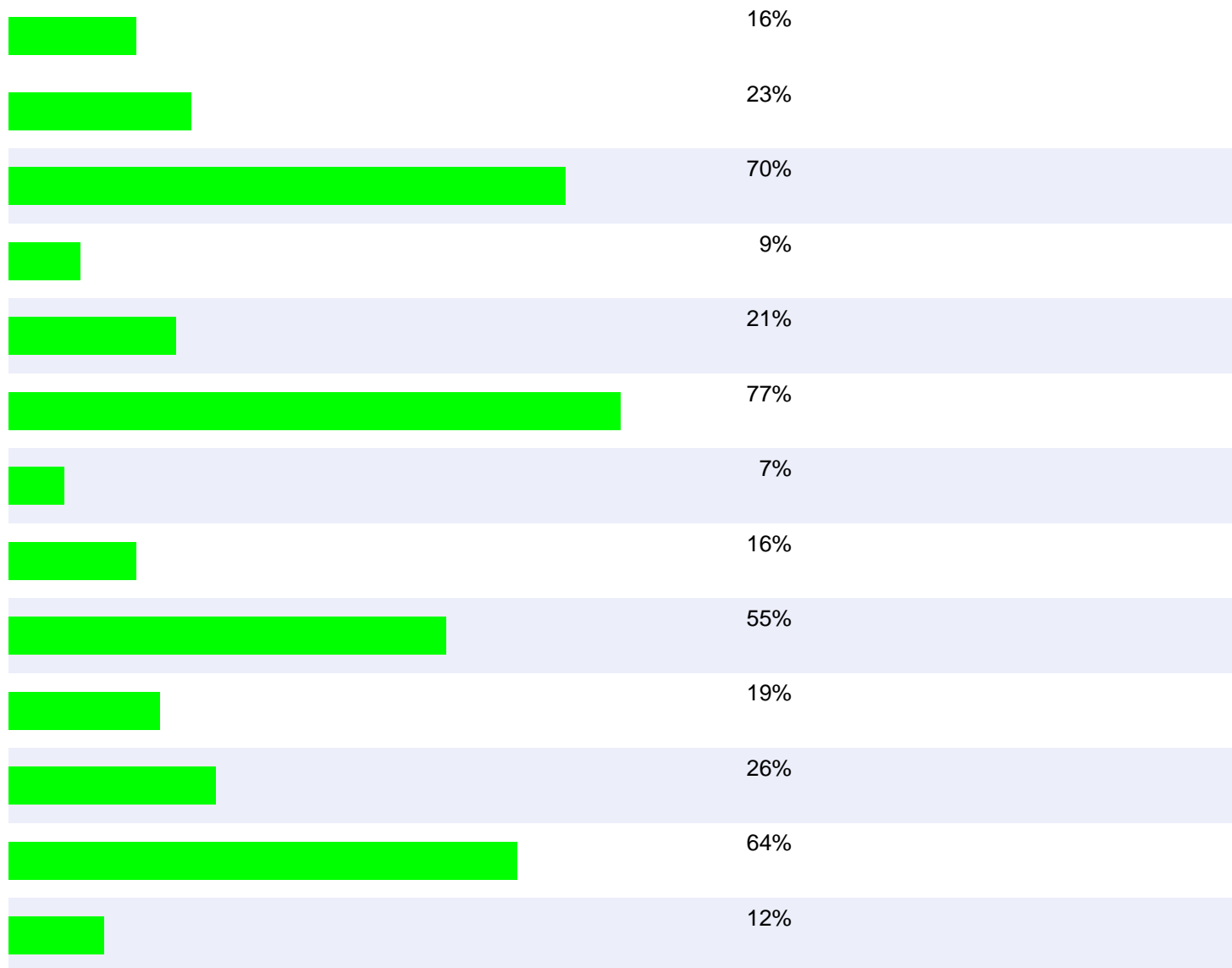
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

DC	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
DC	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
DC	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
DC	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
DC	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
DC	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
DC	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
DC	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
DC	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
DC	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
DC	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
DC	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
DC	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

# HCAHPS - State

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

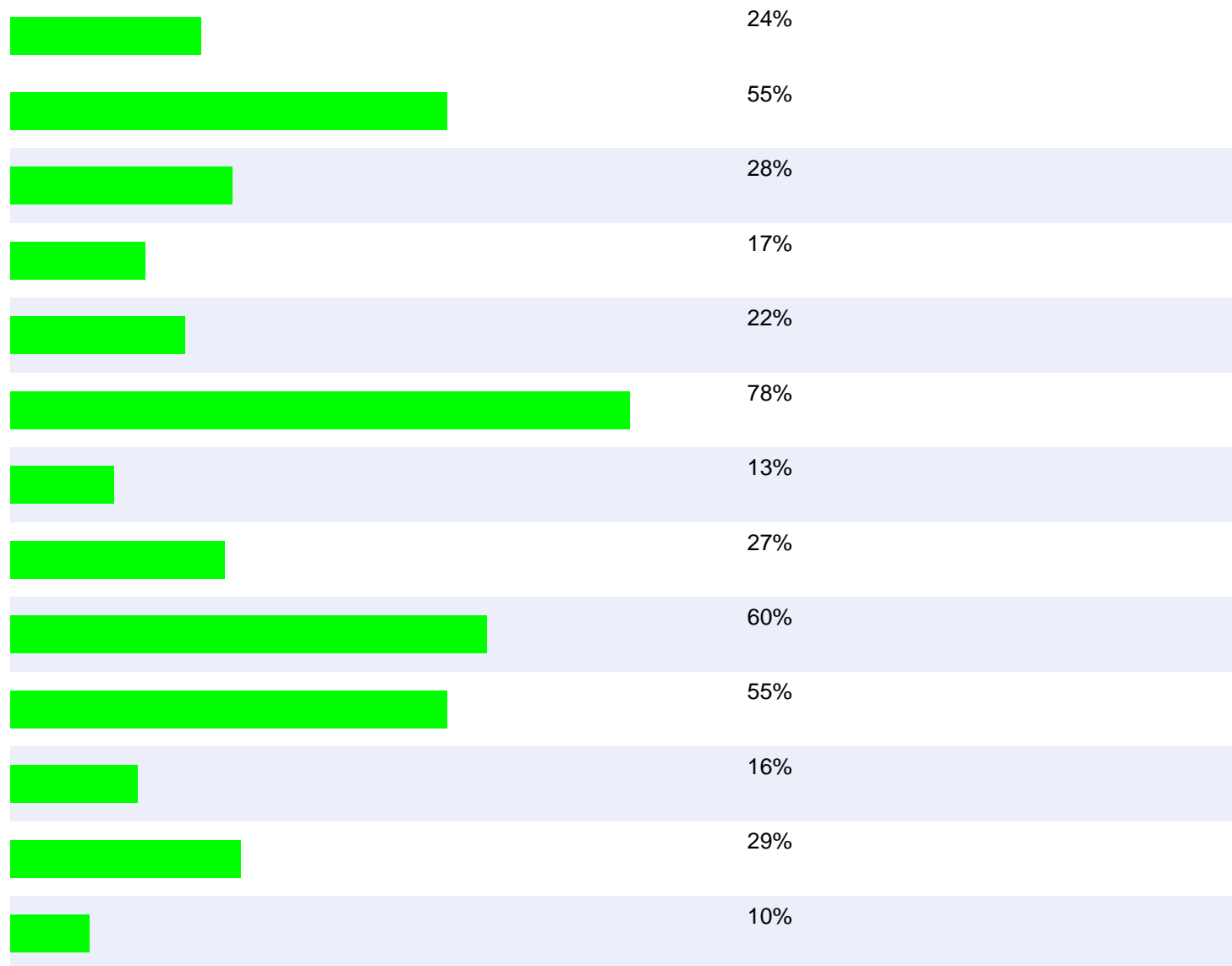
"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

DC	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
DC	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
DE	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
DE	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
DE	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
DE	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
DE	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
DE	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
DE	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
DE	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
DE	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
DE	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
DE	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

# HCAHPS - State

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

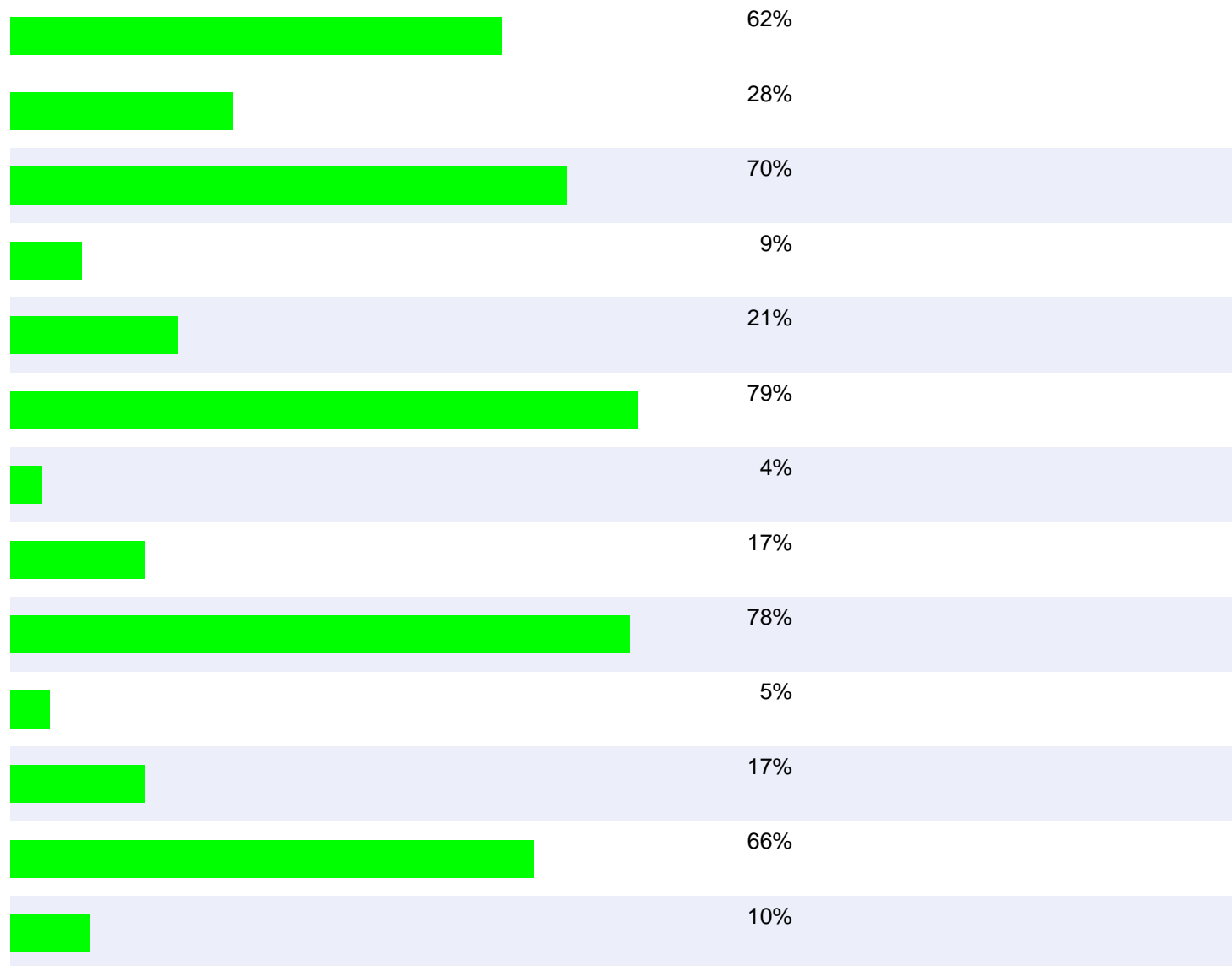
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

DE	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
DE	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
DE	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
DE	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
DE	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
DE	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
DE	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
DE	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
DE	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
DE	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
DE	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
DE	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
DE	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

# HCAHPS - State

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

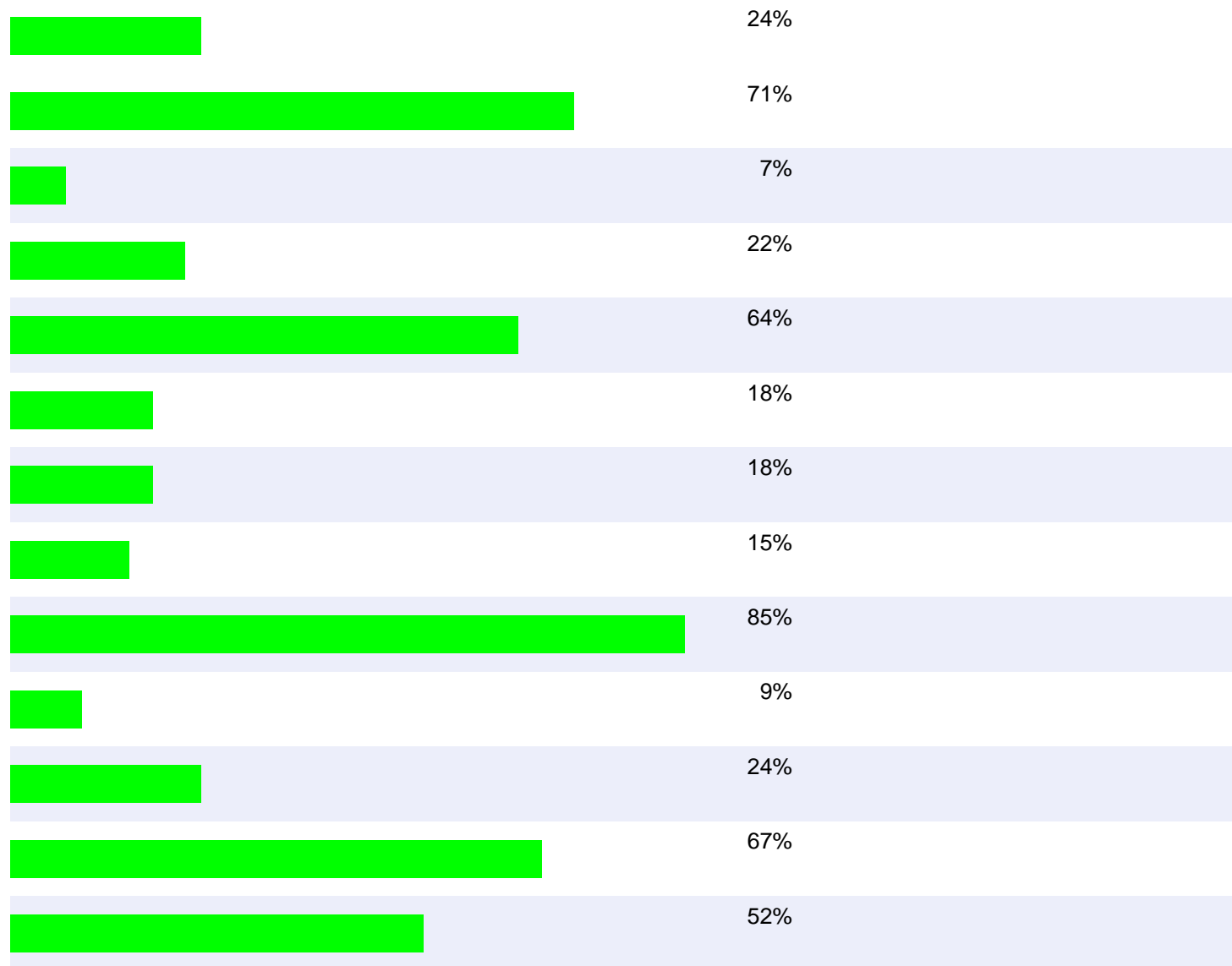
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

DE	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
DE	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
DE	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
DE	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
DE	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
FL	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
FL	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
FL	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
FL	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
FL	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
FL	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
FL	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
FL	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P

# HCAHPS - State

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

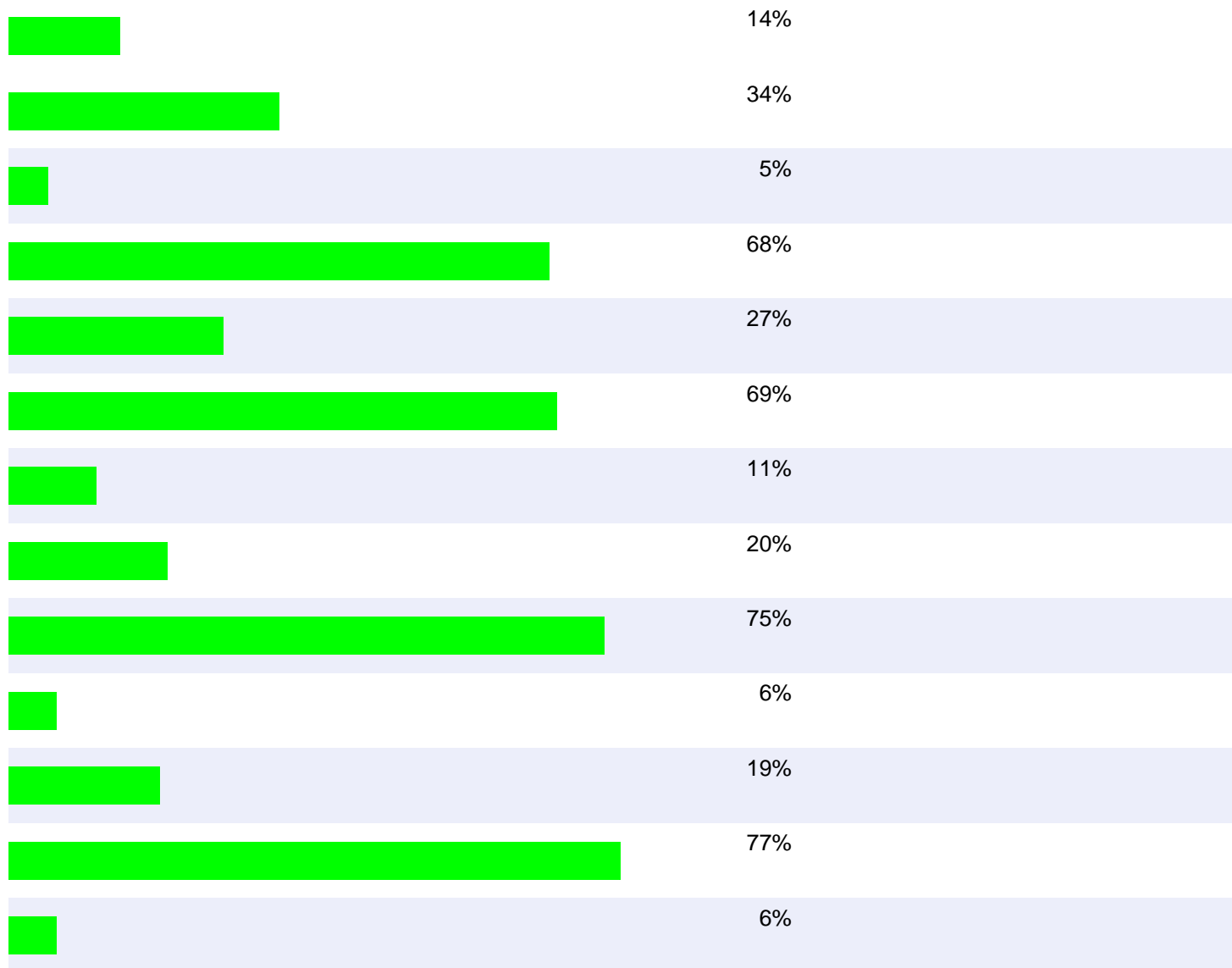
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

FL	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
FL	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
FL	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
FL	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
FL	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
FL	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
FL	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
FL	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
FL	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
FL	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
FL	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
FL	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
FL	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

# HCAHPS - State

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

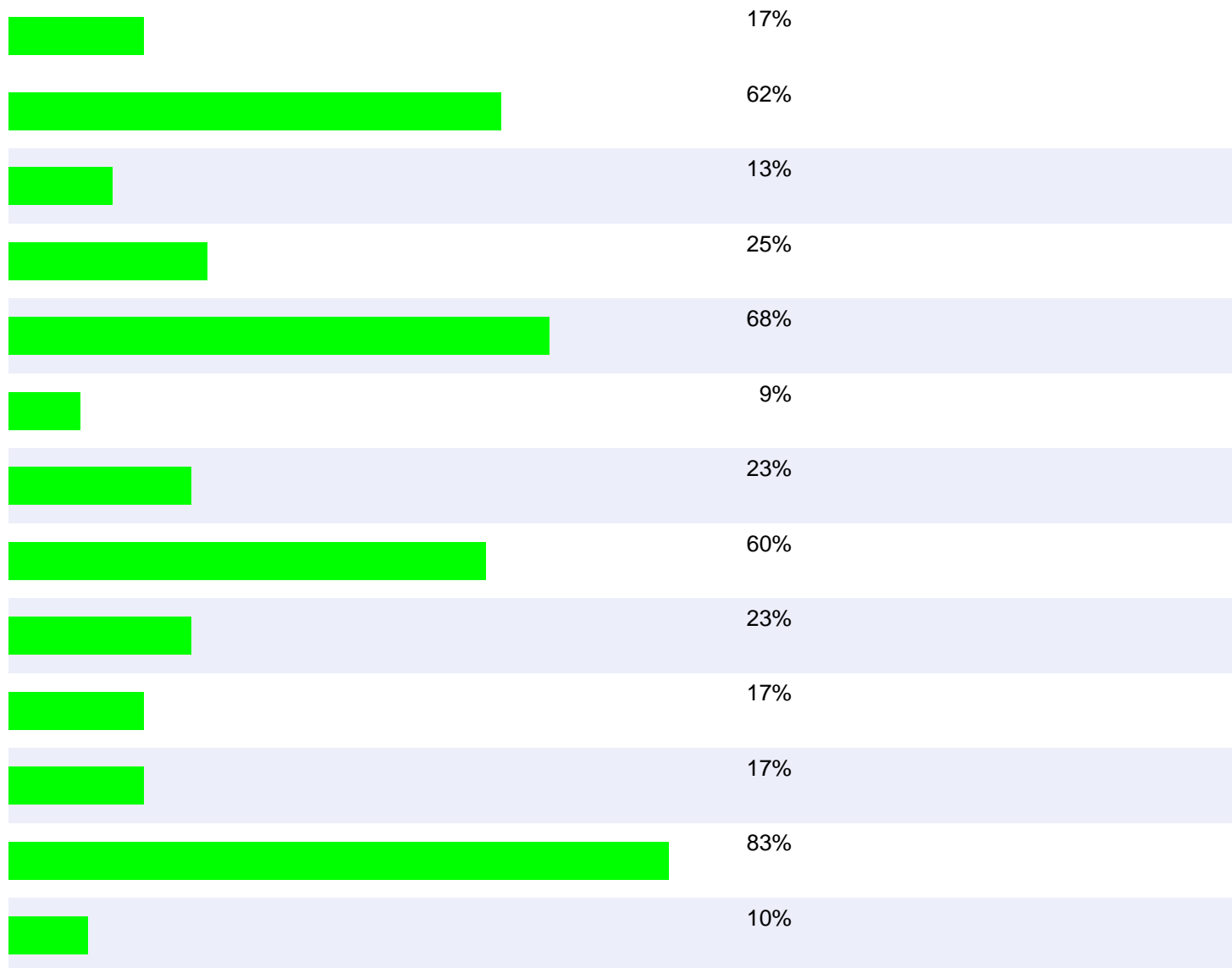
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

FL	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
FL	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
FL	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
FL	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
FL	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
FL	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
FL	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
FL	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
GA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
GA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
GA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
GA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
GA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

# HCAHPS - State

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

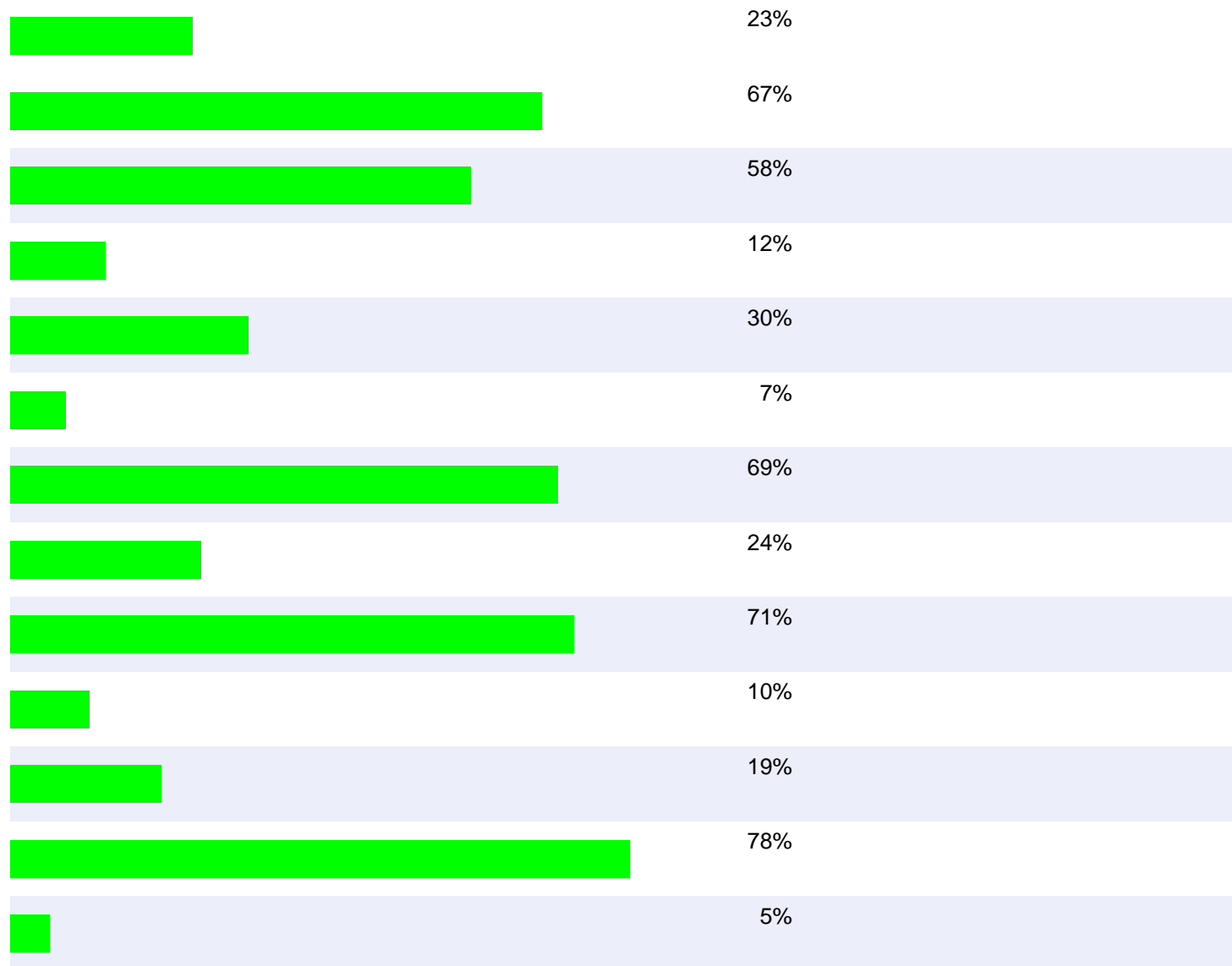
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

GA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
GA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
GA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
GA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
GA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
GA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
GA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
GA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
GA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
GA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
GA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
GA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
GA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

# HCAHPS - State

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

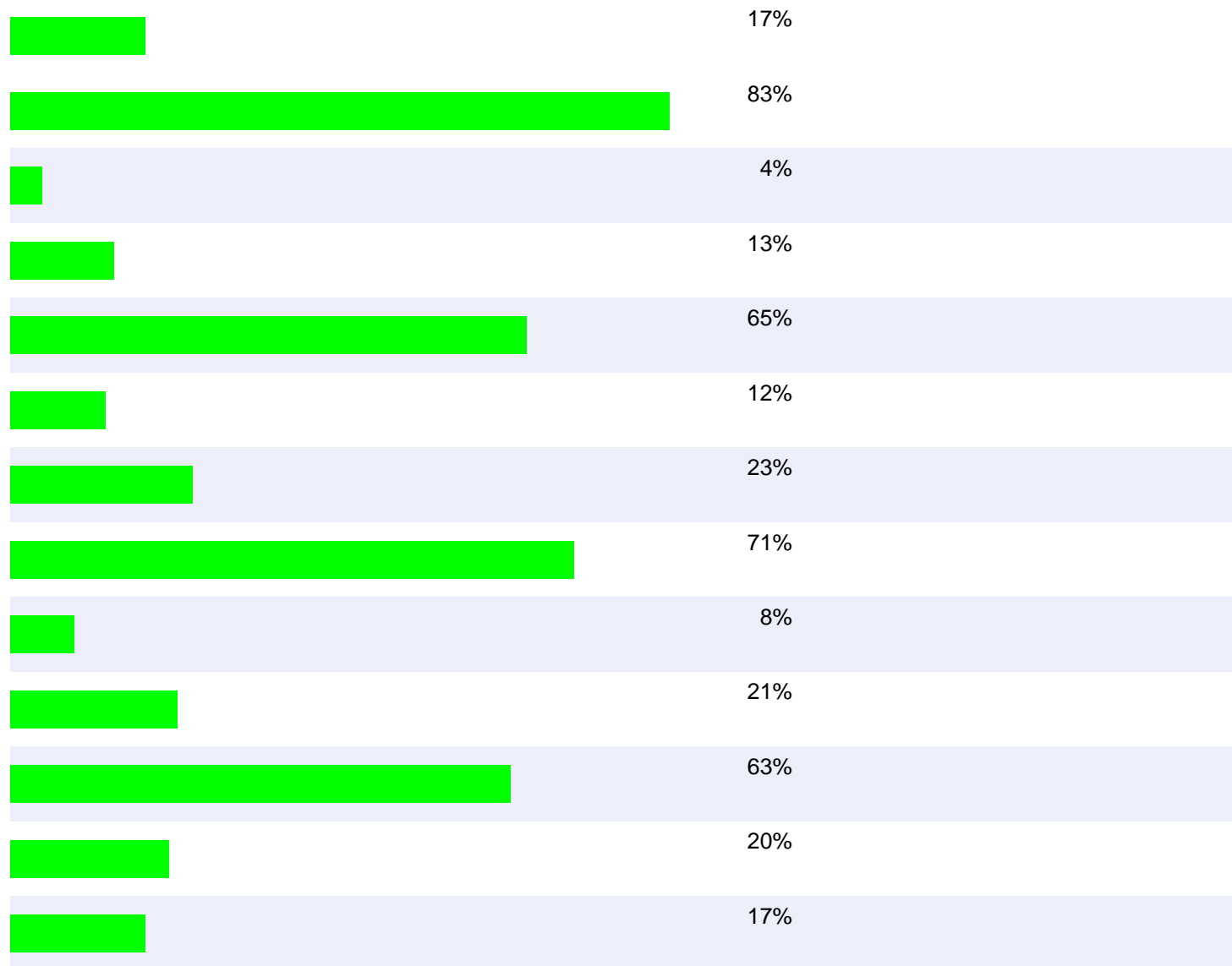
Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

GA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
GA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
GA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
GA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
GA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
GA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
GA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
GA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
GA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
GA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
GA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
GU	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
GU	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

# HCAHPS - State

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

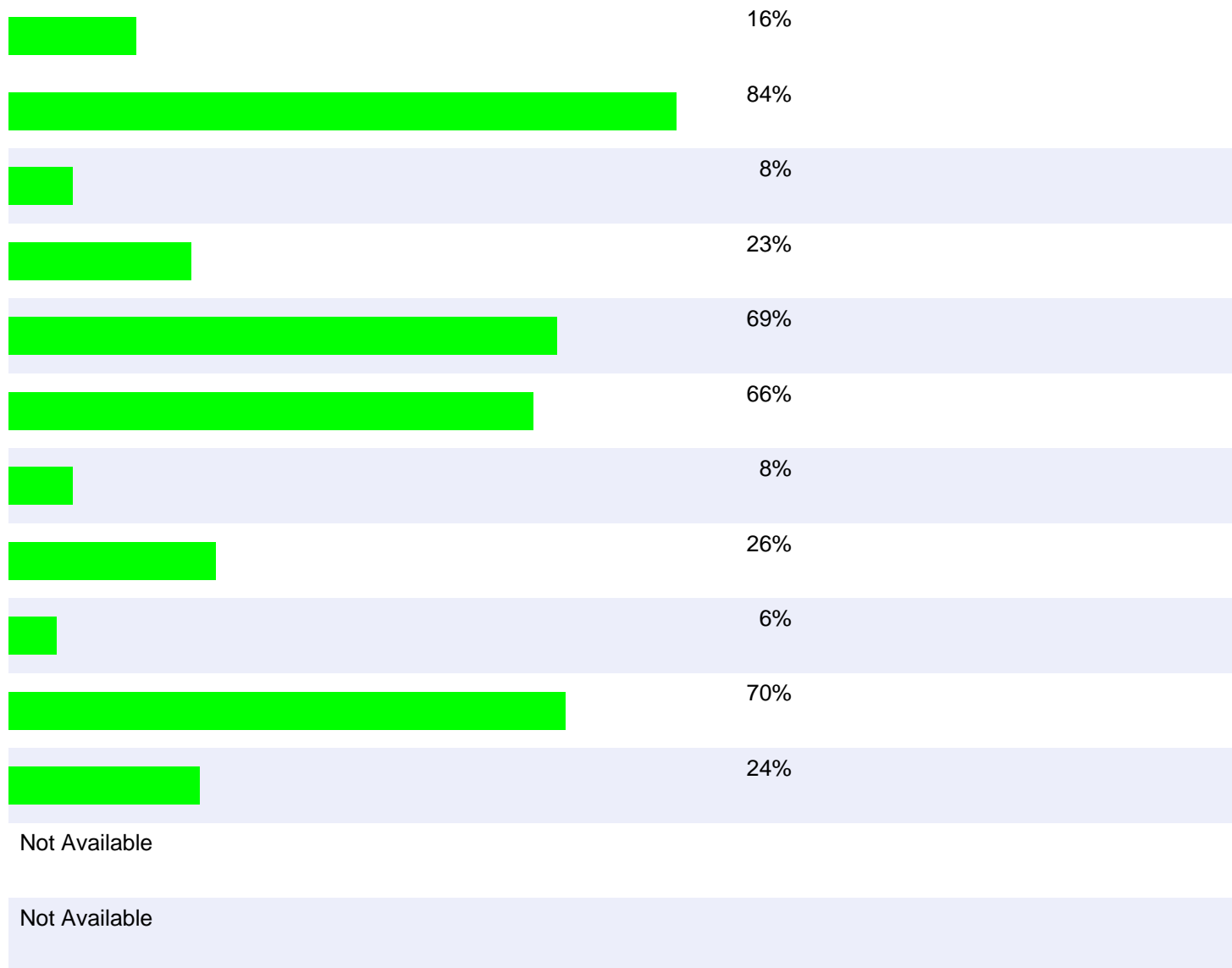
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

GU	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
GU	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
GU	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
GU	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
GU	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
GU	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
GU	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
GU	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
GU	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
GU	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
GU	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
GU	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
GU	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

# HCAHPS - State

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

GU	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
GU	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
GU	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
GU	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
GU	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
GU	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
GU	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
GU	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
GU	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
GU	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
GU	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
GU	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
GU	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

# HCAHPS - State

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

GU	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
HI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
HI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
HI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
HI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
HI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
HI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
HI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
HI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
HI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
HI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
HI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
HI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

# HCAHPS - State

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

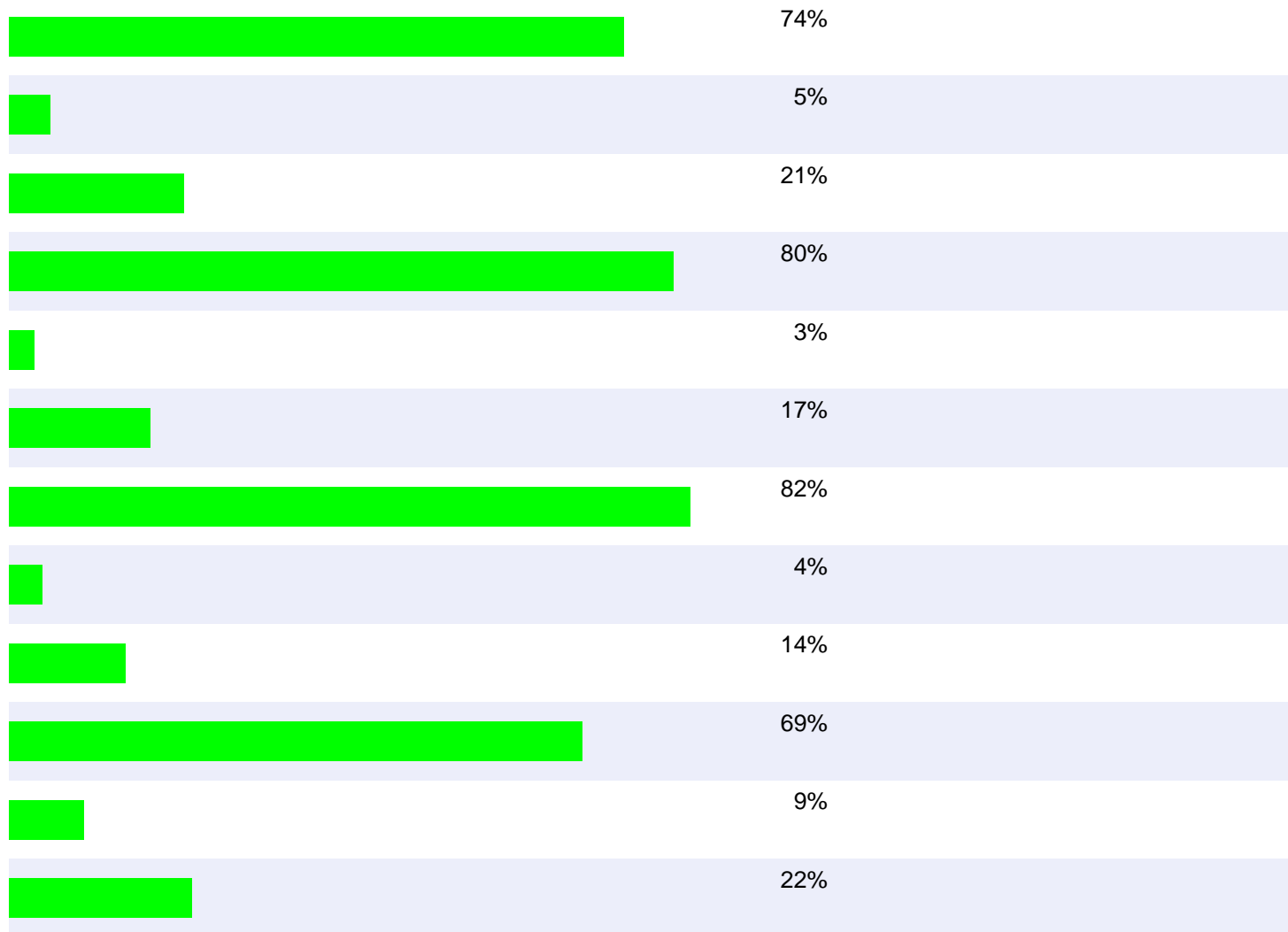
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

# HCAHPS - State

Not Available



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

HI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
HI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
HI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
HI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
HI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
HI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
HI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
HI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
HI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
HI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
HI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
HI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
HI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

# HCAHPS - State

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

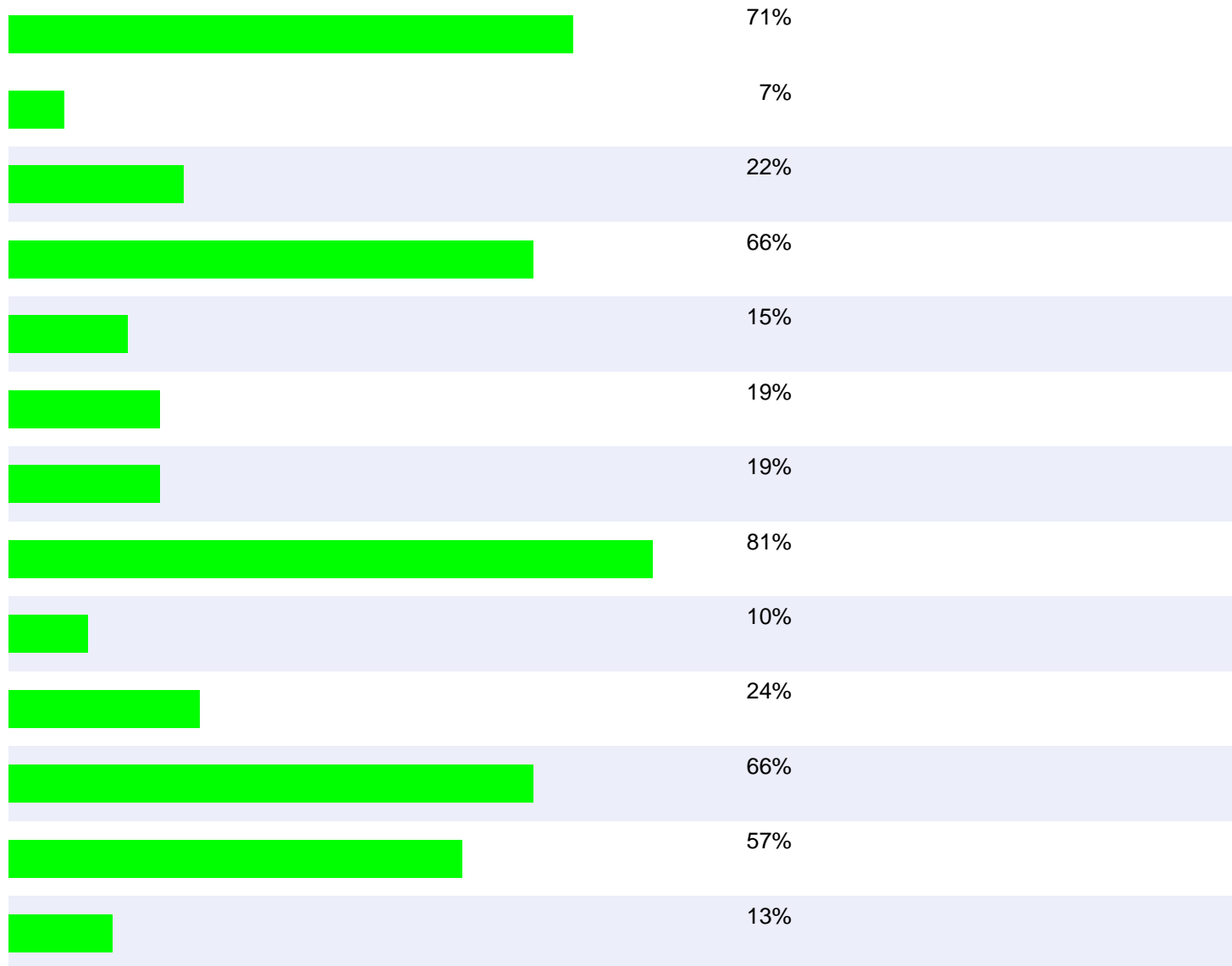
Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

HI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
HI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
HI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
HI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
IA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
IA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
IA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
IA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
IA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
IA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
IA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
IA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
IA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

# HCAHPS - State

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

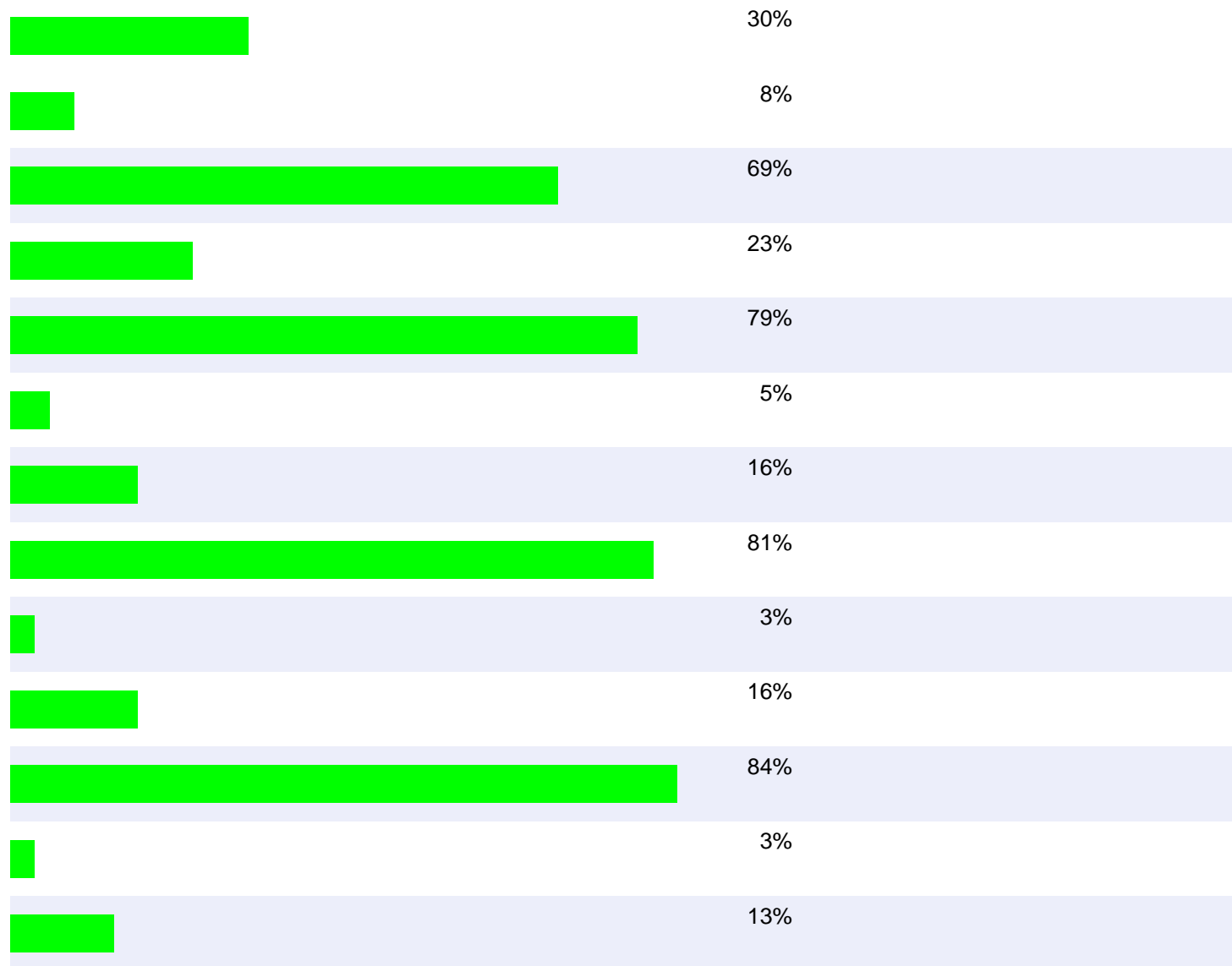
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

IA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
IA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
IA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
IA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
IA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
IA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
IA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
IA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
IA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
IA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
IA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
IA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
IA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

# HCAHPS - State

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

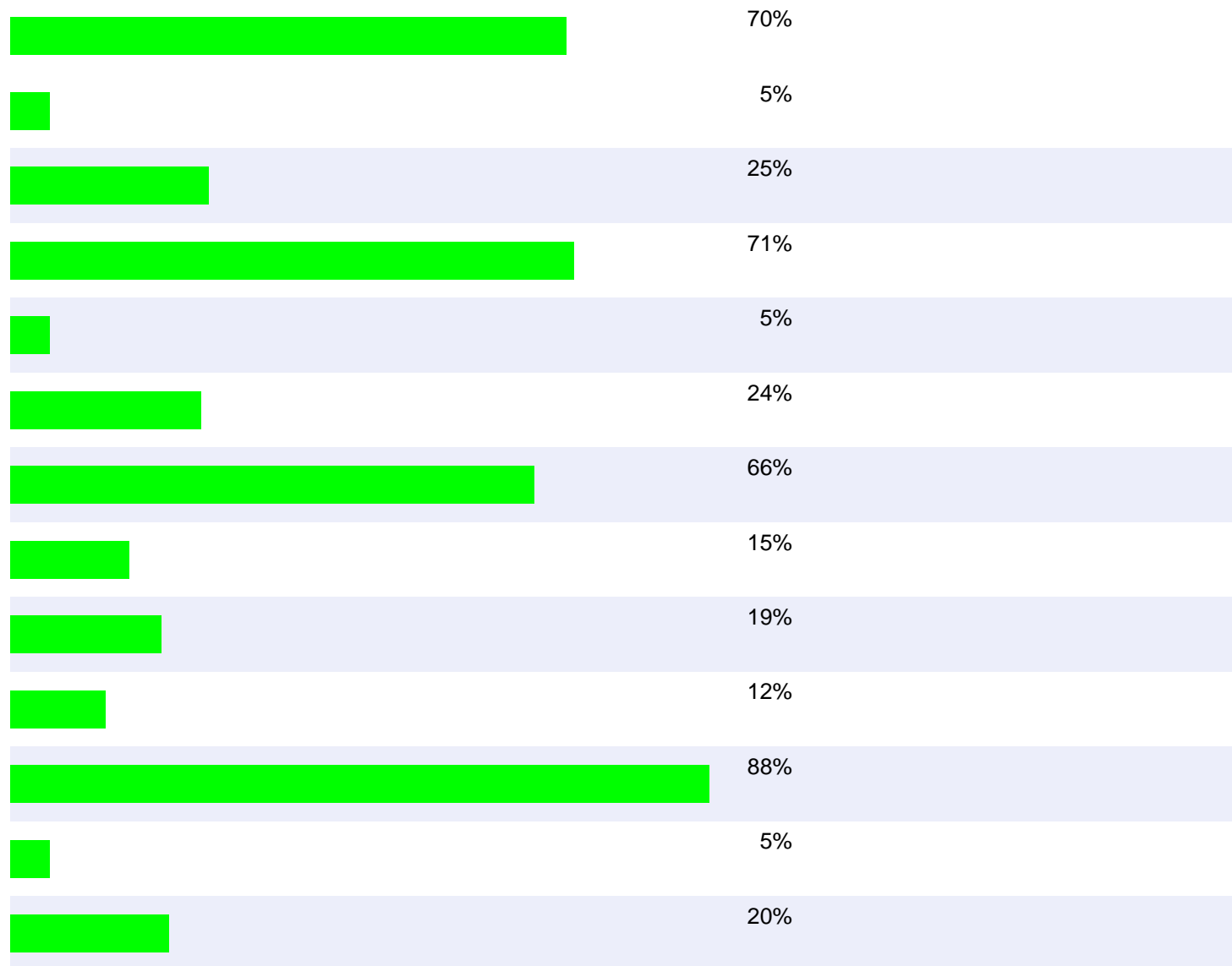
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

IA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
IA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
IA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
IA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
IA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
IA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
IA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
ID	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
ID	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
ID	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
ID	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
ID	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
ID	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

# HCAHPS - State

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

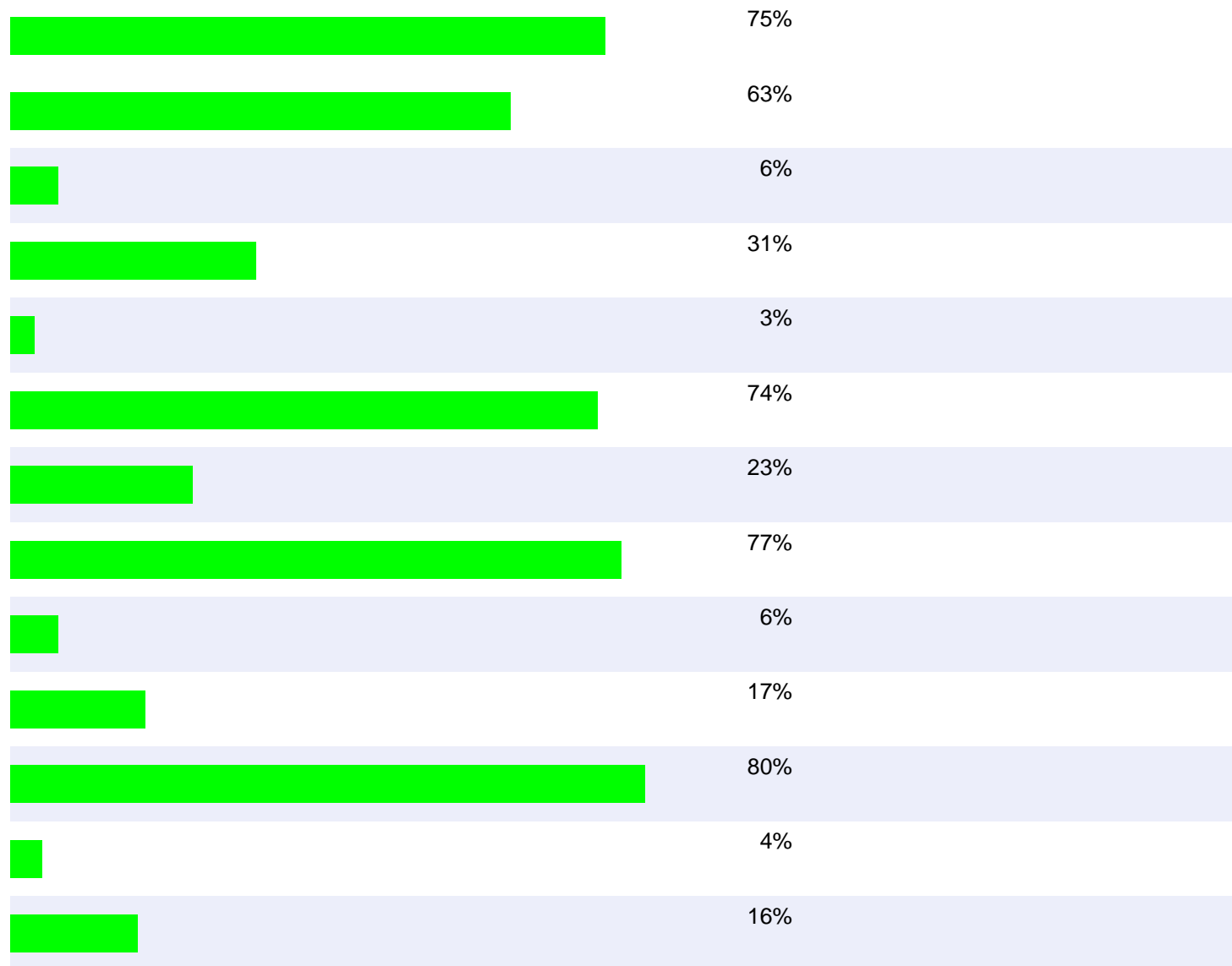
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

ID	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
ID	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
ID	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ID	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
ID	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ID	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ID	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ID	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ID	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
ID	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ID	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ID	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ID	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

# HCAHPS - State

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

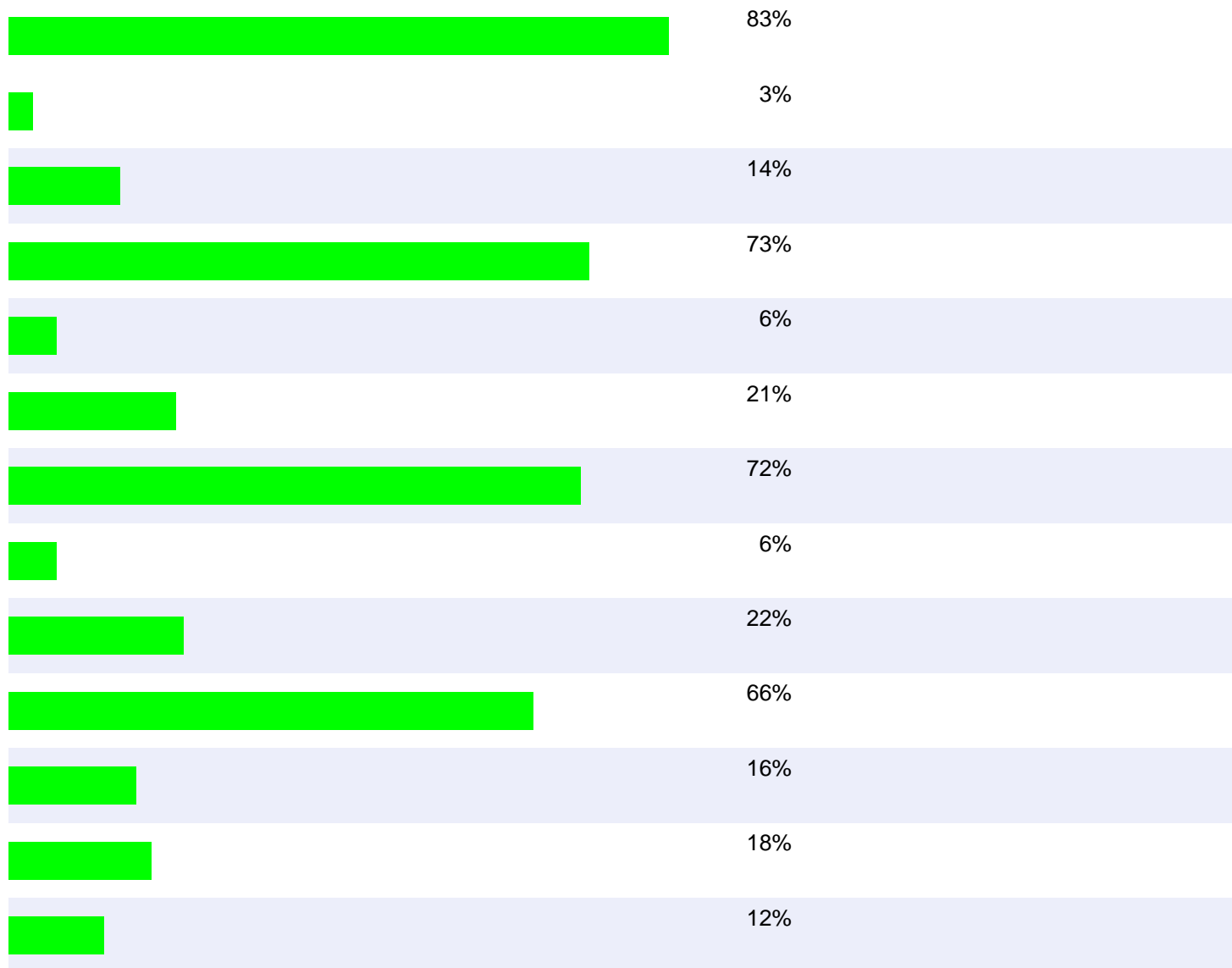
Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

ID	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ID	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
ID	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ID	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
ID	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ID	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ID	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ID	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ID	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
ID	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
IL	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
IL	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
IL	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

# HCAHPS - State

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

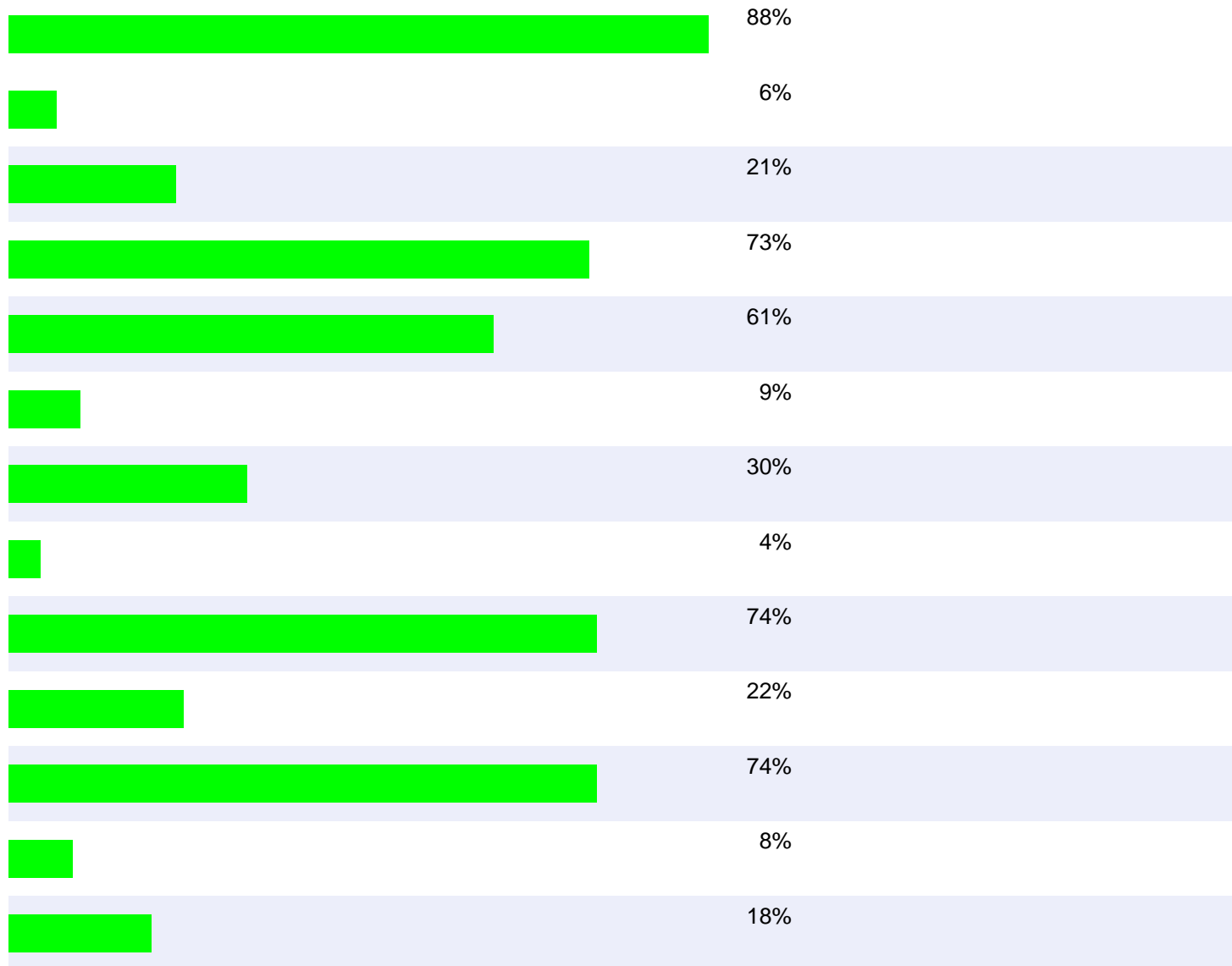
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

IL	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
IL	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
IL	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
IL	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
IL	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
IL	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
IL	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
IL	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
IL	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
IL	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
IL	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
IL	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
IL	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

# HCAHPS - State

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

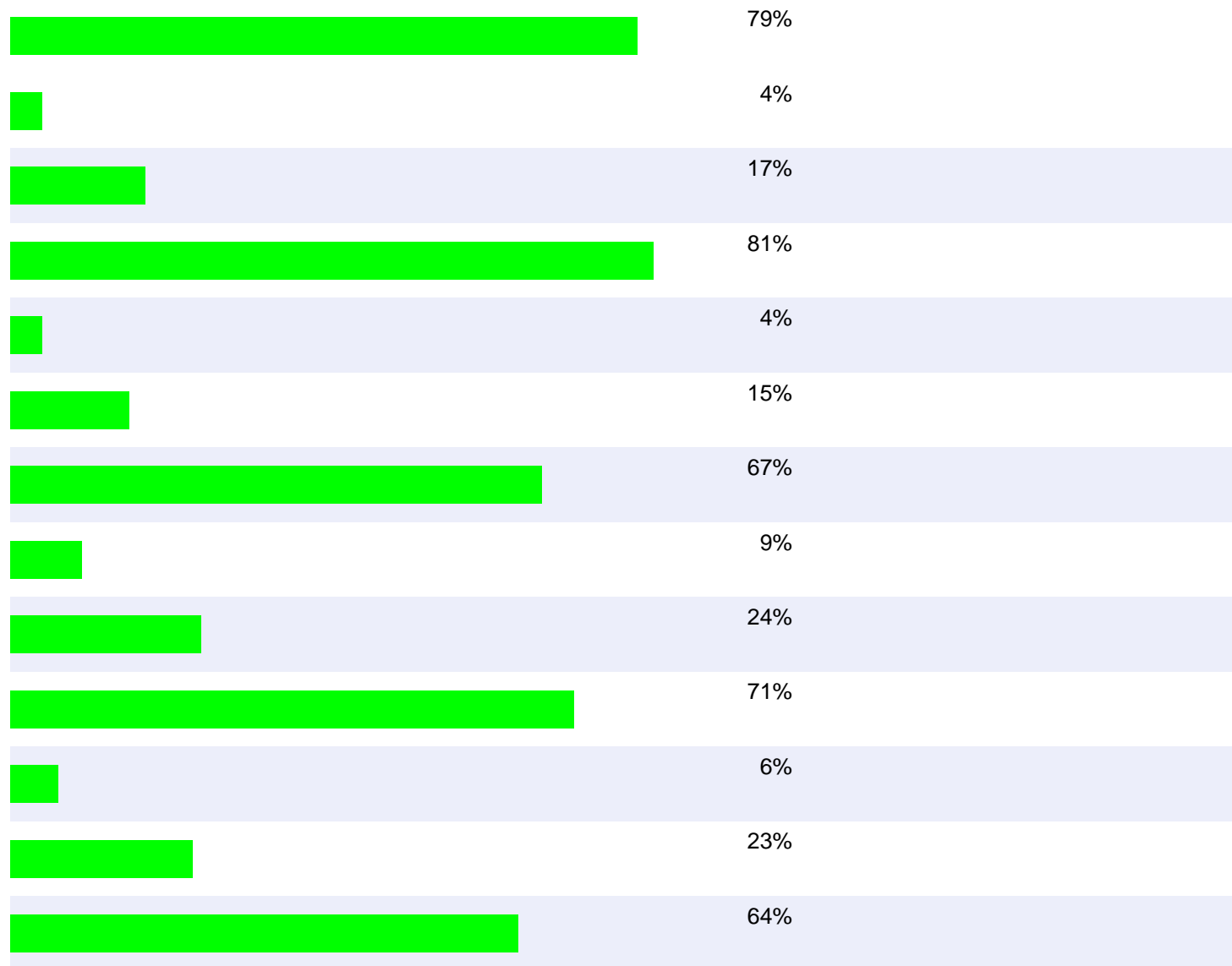
Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

IL	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
IL	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
IL	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
IL	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
IL	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
IL	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
IL	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
IL	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
IL	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
IL	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
IL	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
IL	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
IL	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

# HCAHPS - State

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

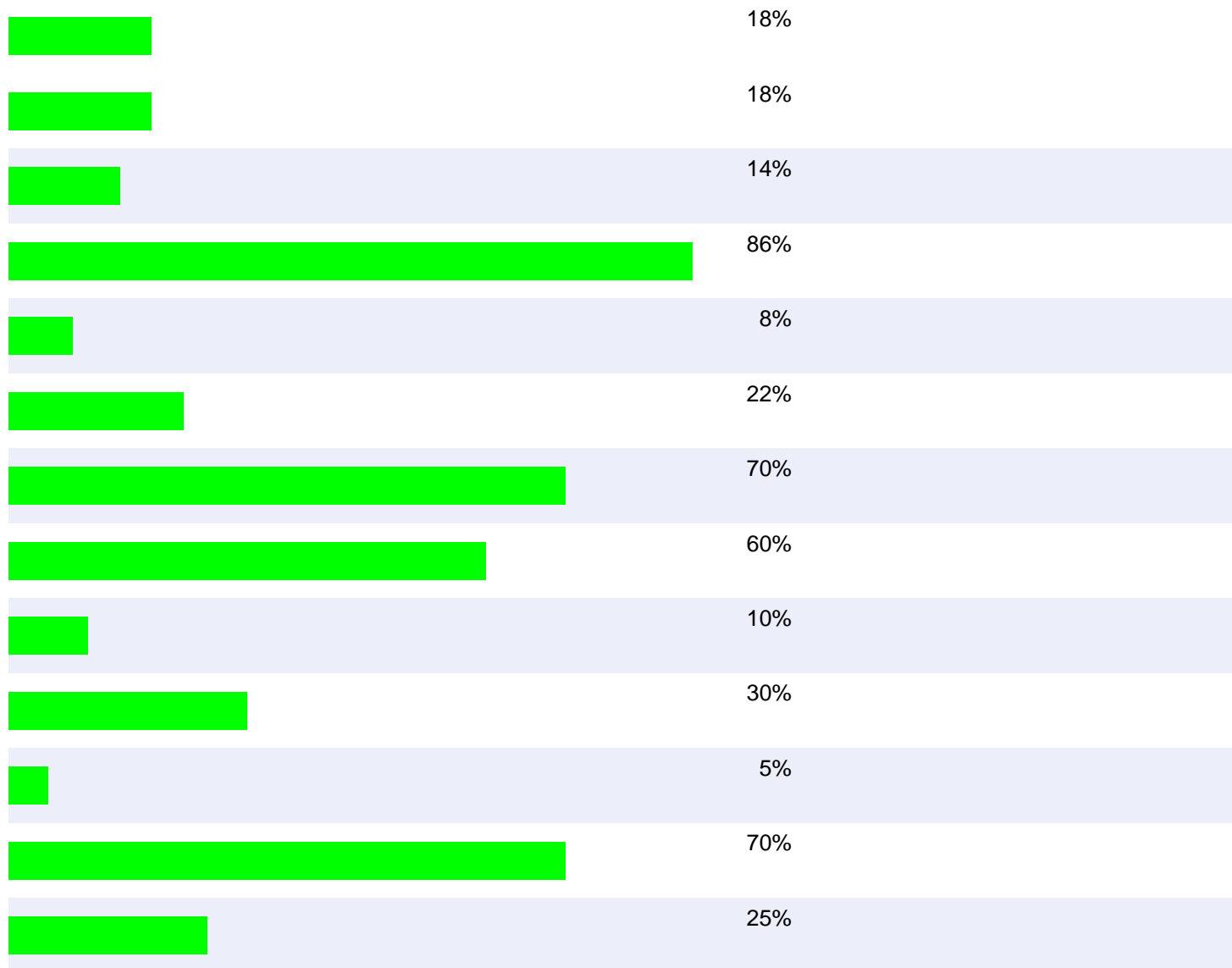
"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

IN	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
IN	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
IN	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
IN	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
IN	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
IN	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
IN	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
IN	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
IN	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
IN	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
IN	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
IN	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
IN	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

# HCAHPS - State

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

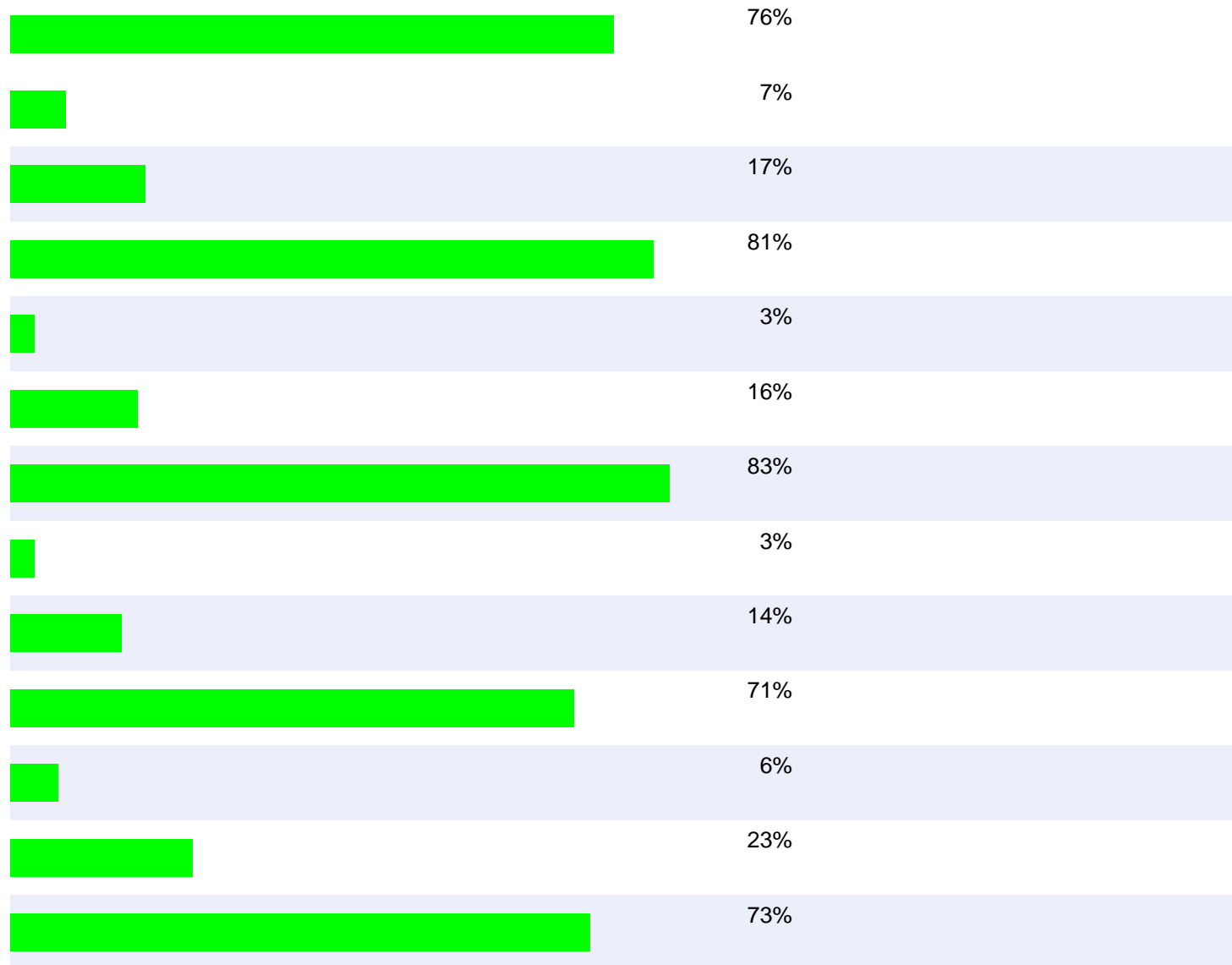
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

IN	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
IN	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
IN	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
IN	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
IN	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
IN	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
IN	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
IN	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
IN	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
IN	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
IN	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
IN	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
IN	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

# HCAHPS - State

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

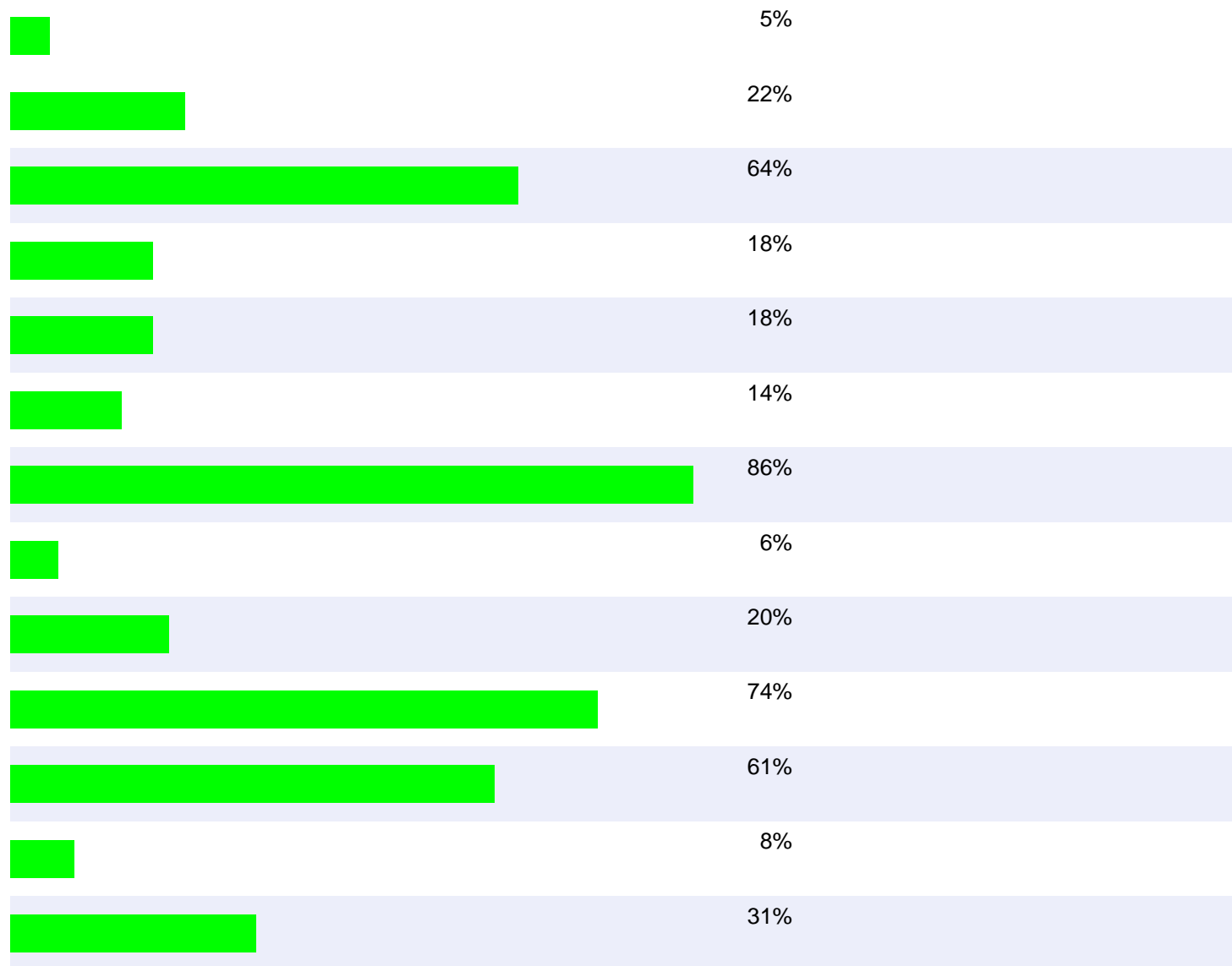
Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

IN	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
IN	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
IN	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
KS	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
KS	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
KS	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
KS	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
KS	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
KS	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
KS	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
KS	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
KS	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
KS	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

# HCAHPS - State

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

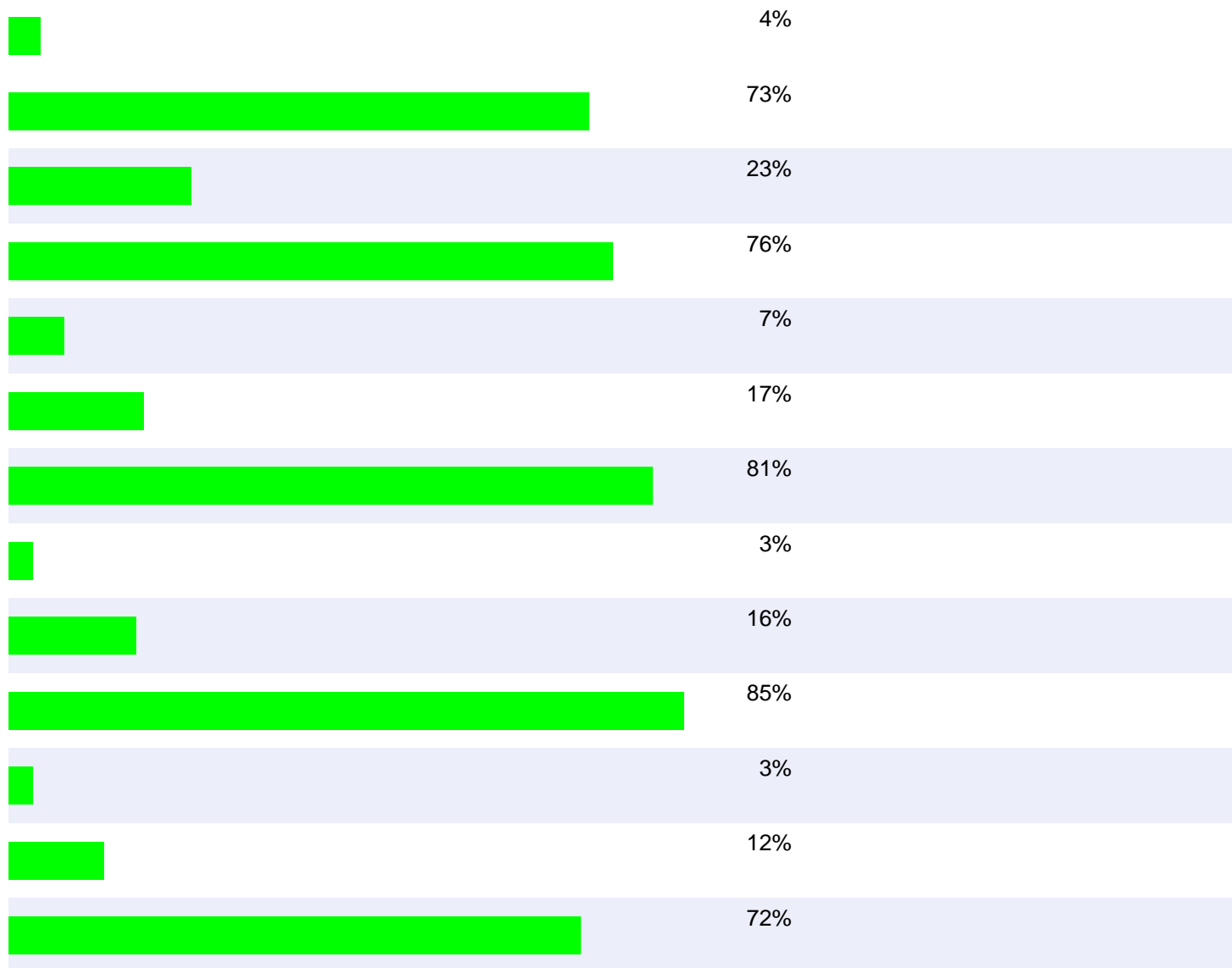
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

KS	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
KS	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
KS	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
KS	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
KS	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
KS	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
KS	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
KS	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
KS	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
KS	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
KS	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
KS	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
KS	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

# HCAHPS - State

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

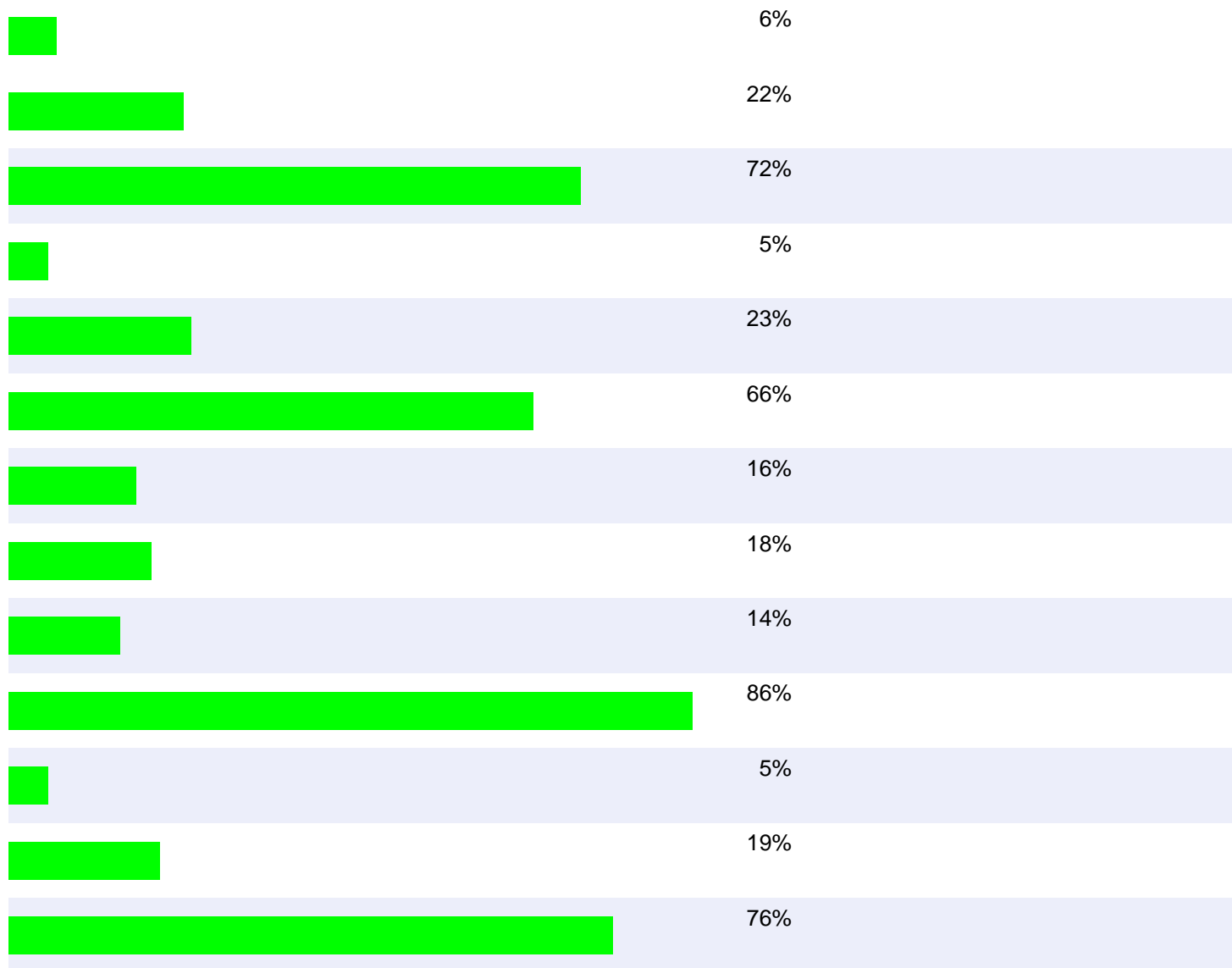
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

KS	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
KS	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
KS	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
KS	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
KS	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
KS	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
KY	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
KY	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
KY	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
KY	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
KY	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
KY	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
KY	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

# HCAHPS - State

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

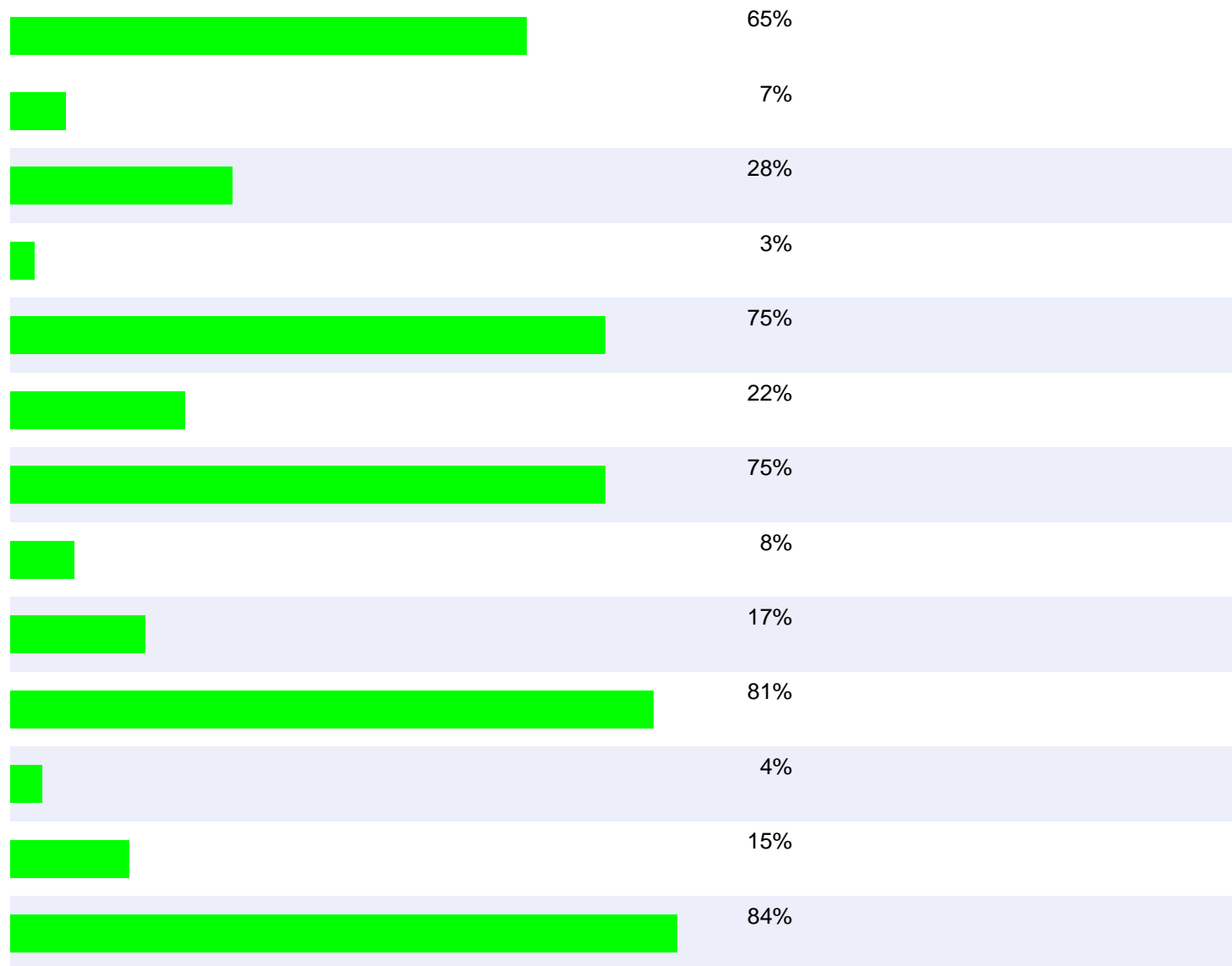
Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

KY	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
KY	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
KY	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
KY	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
KY	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
KY	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
KY	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
KY	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
KY	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
KY	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
KY	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
KY	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
KY	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

# HCAHPS - State

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

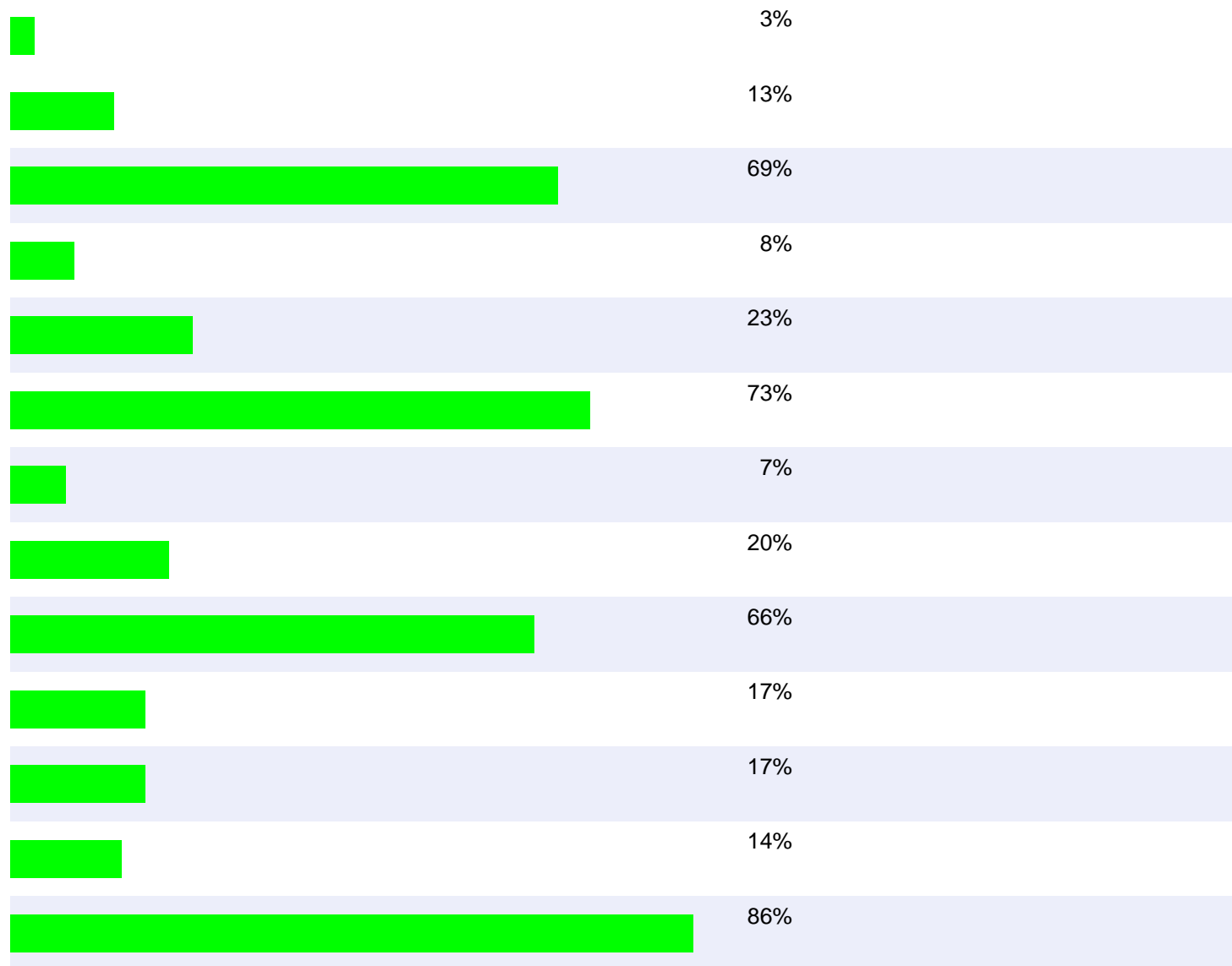
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

KY	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
KY	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
KY	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
KY	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
KY	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
KY	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
KY	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
KY	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
KY	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
LA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
LA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
LA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
LA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

# HCAHPS - State

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

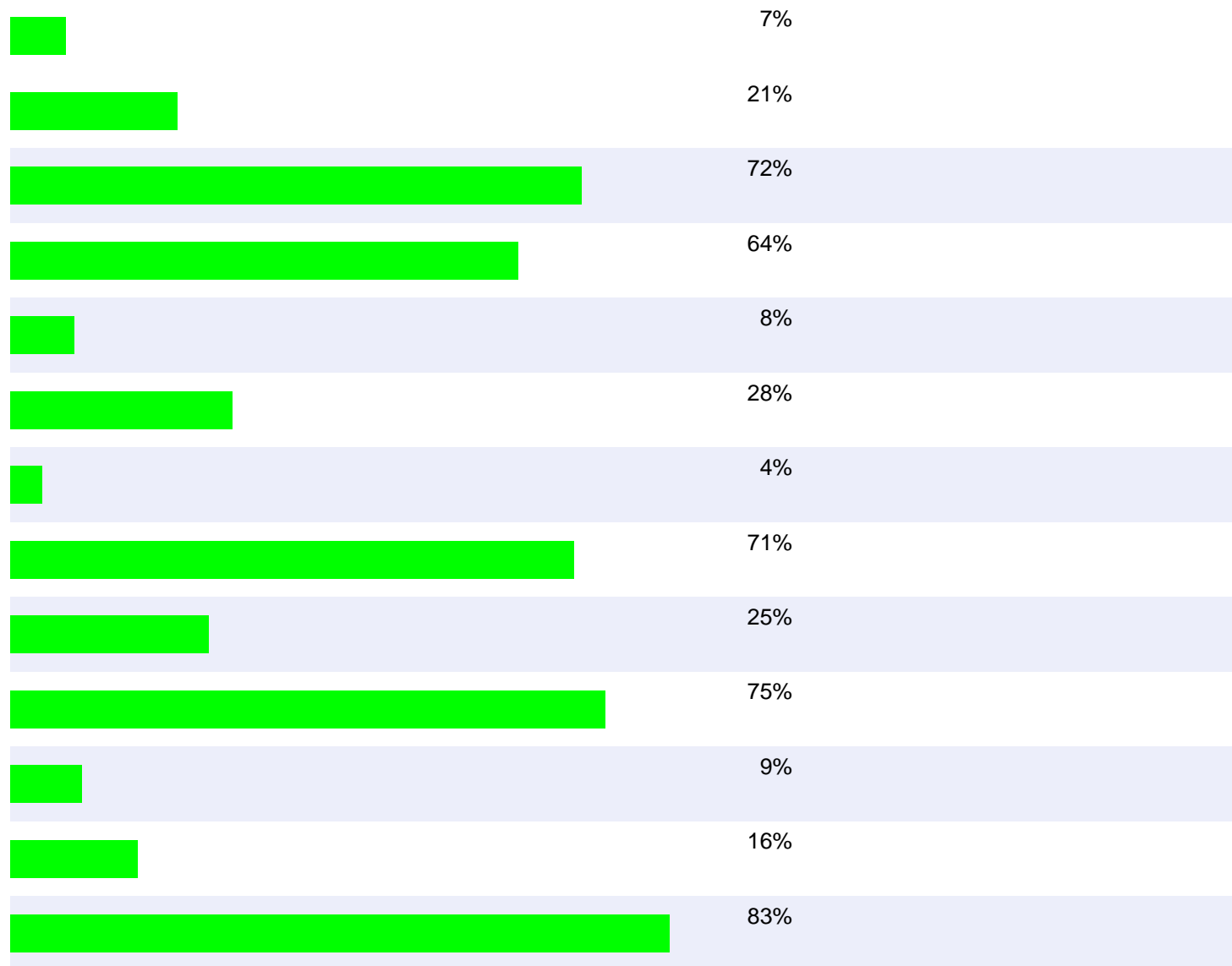
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

LA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
LA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
LA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
LA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
LA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
LA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
LA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
LA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
LA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
LA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
LA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
LA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
LA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

# HCAHPS - State

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

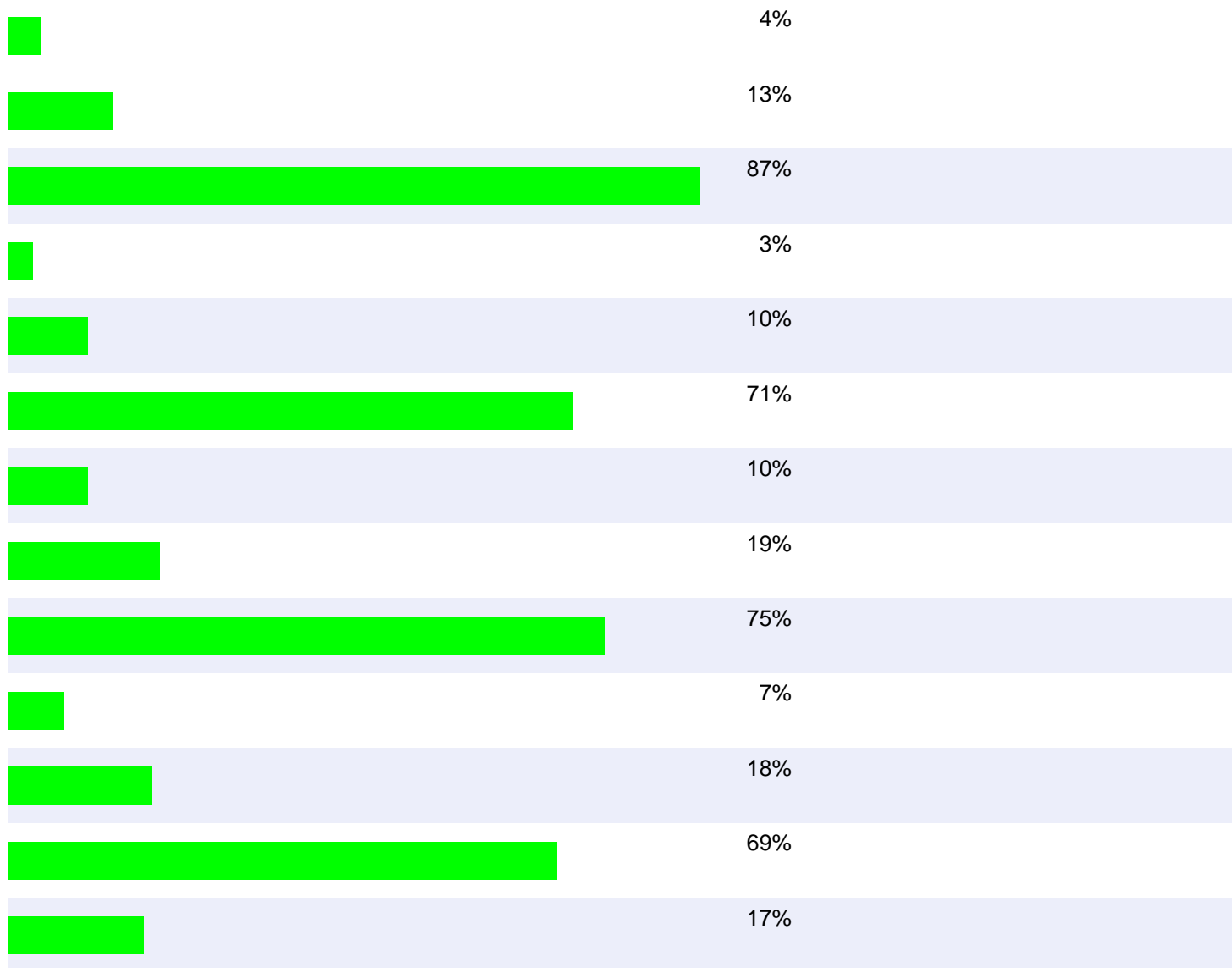
Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

LA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
LA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
LA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
LA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
LA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
LA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
LA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
LA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
LA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
LA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
LA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
LA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

# HCAHPS - State

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

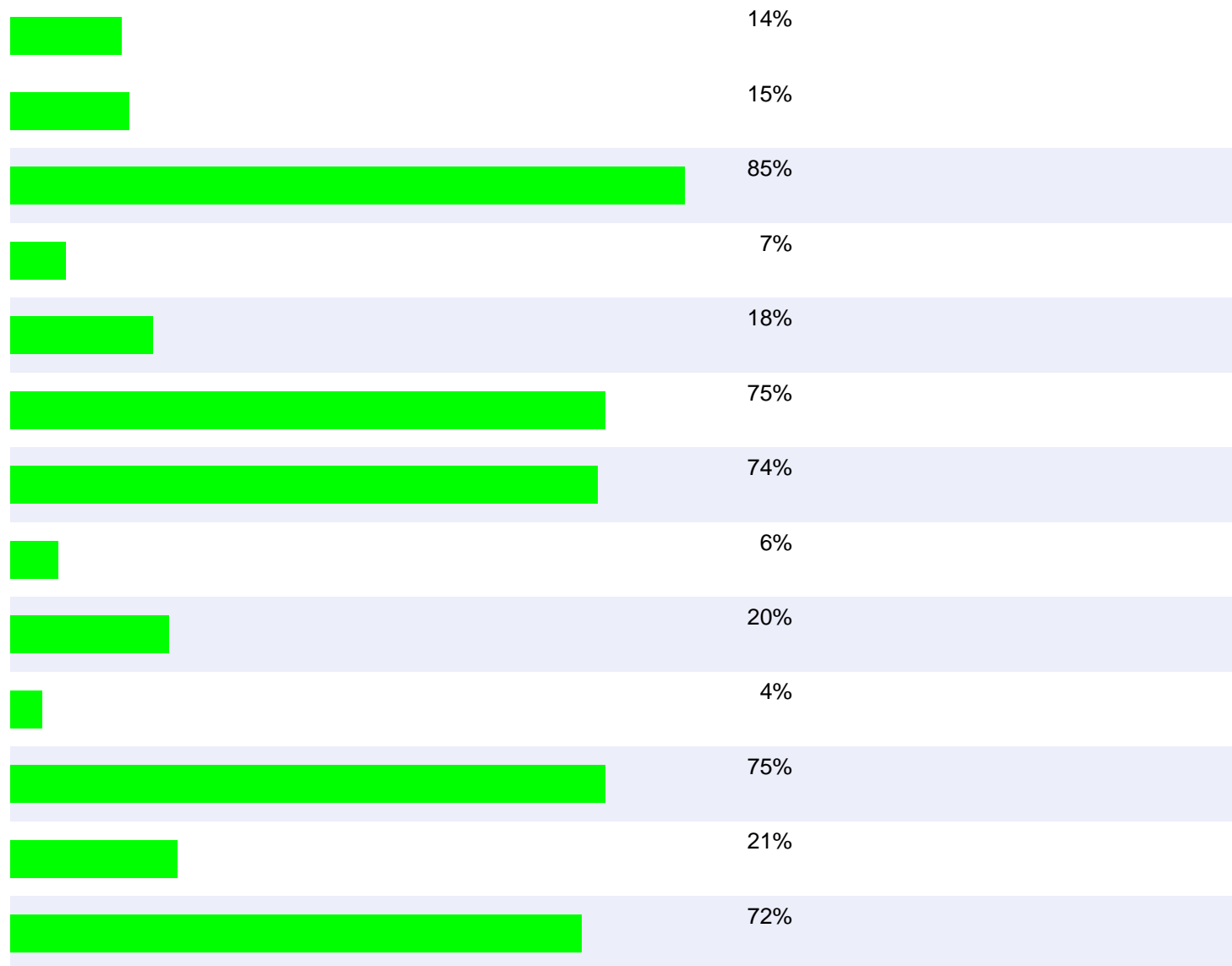
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

MA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

# HCAHPS - State

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

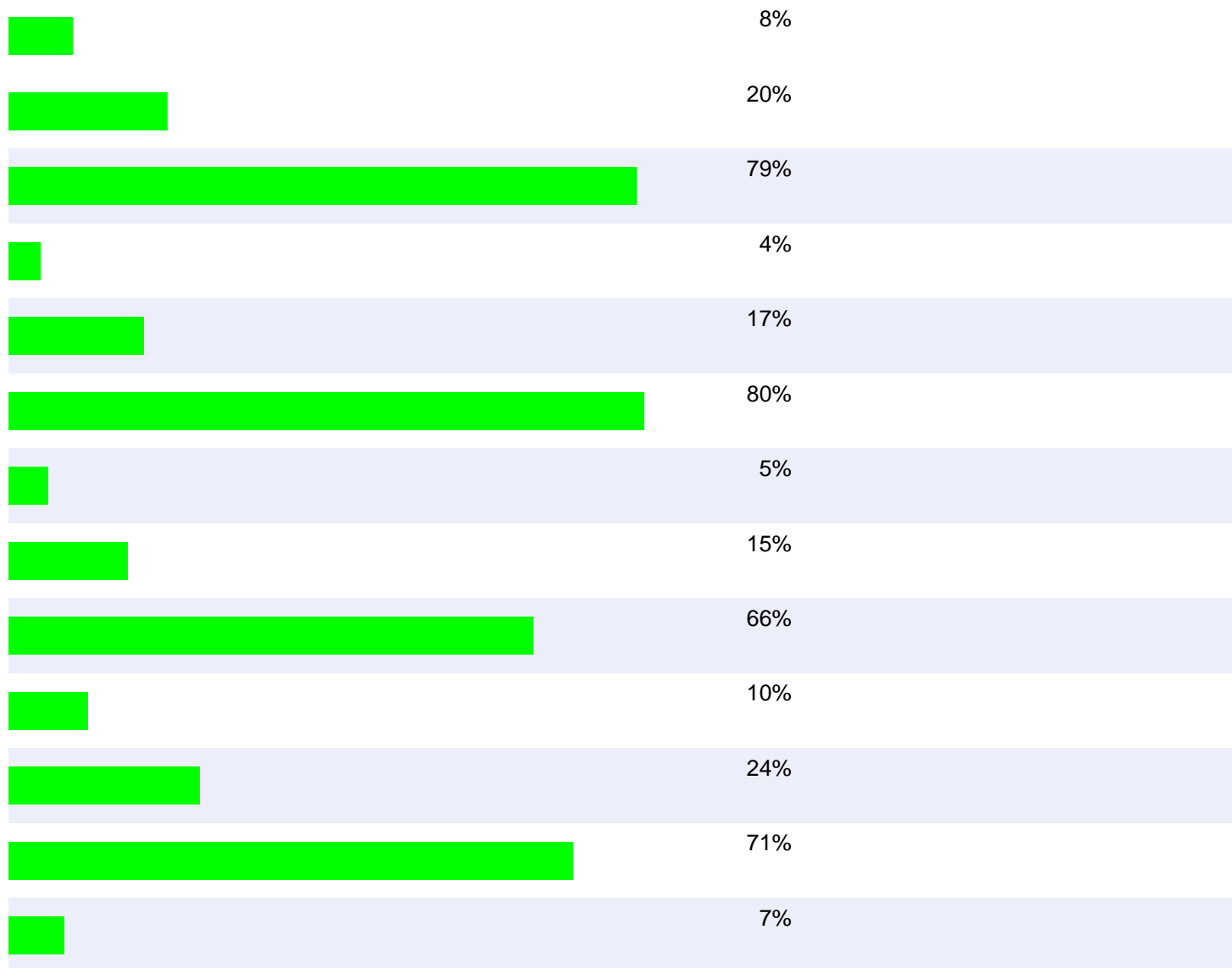
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

# HCAHPS - State

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

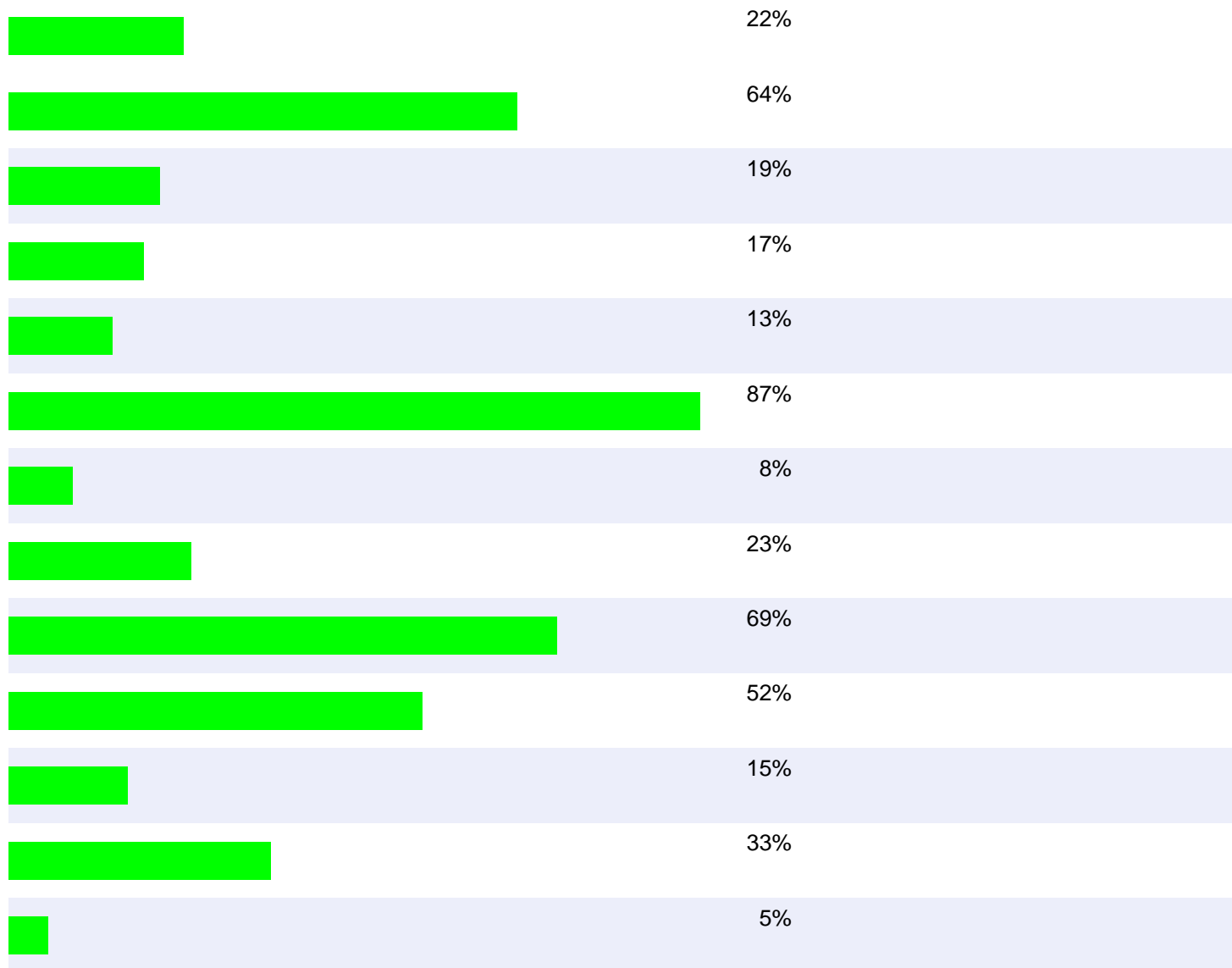
"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

MA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MD	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MD	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MD	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MD	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MD	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MD	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MD	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MD	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MD	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MD	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MD	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

# HCAHPS - State

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

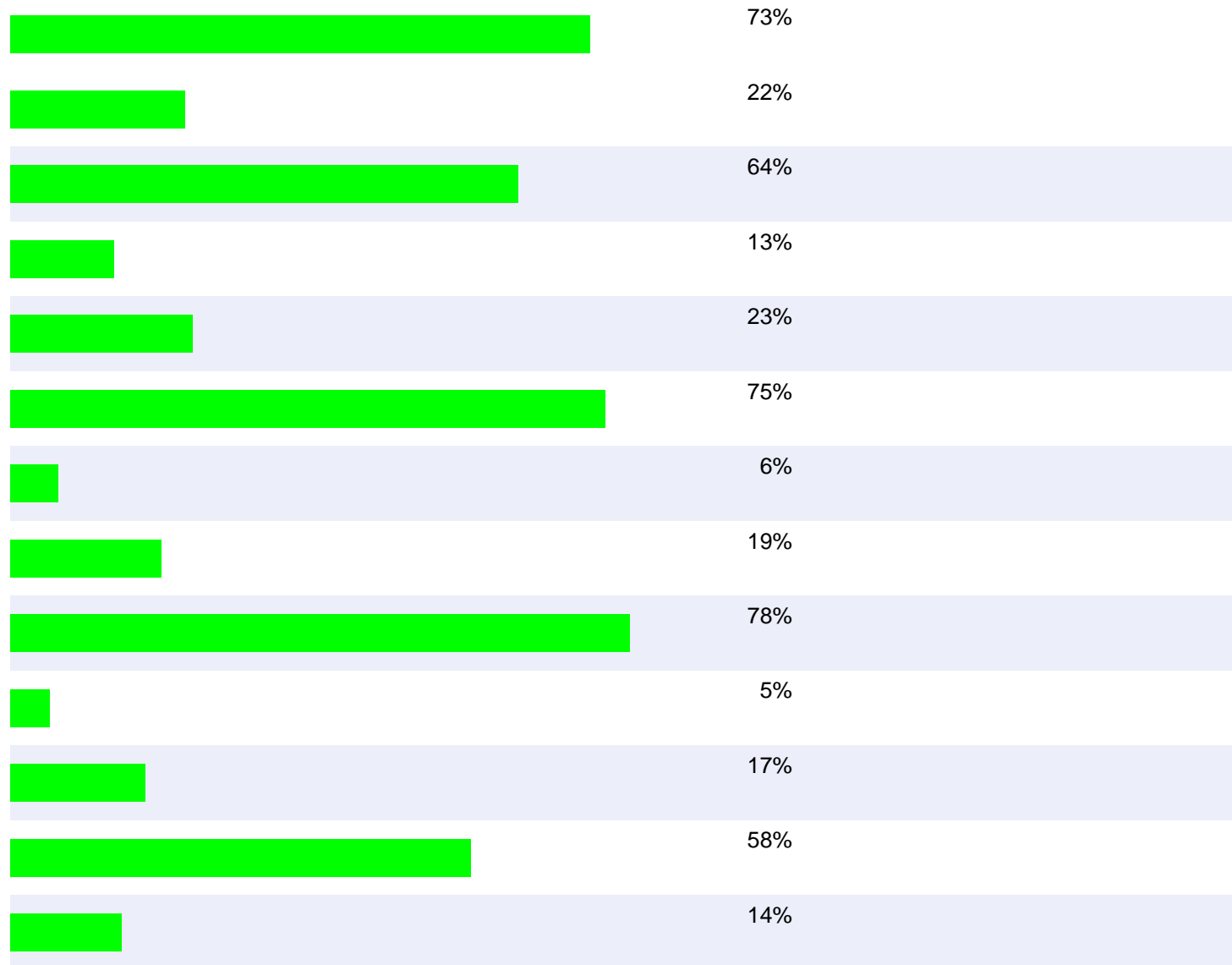
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MD	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MD	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MD	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MD	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MD	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MD	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MD	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MD	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MD	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MD	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MD	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MD	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MD	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

# HCAHPS - State

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

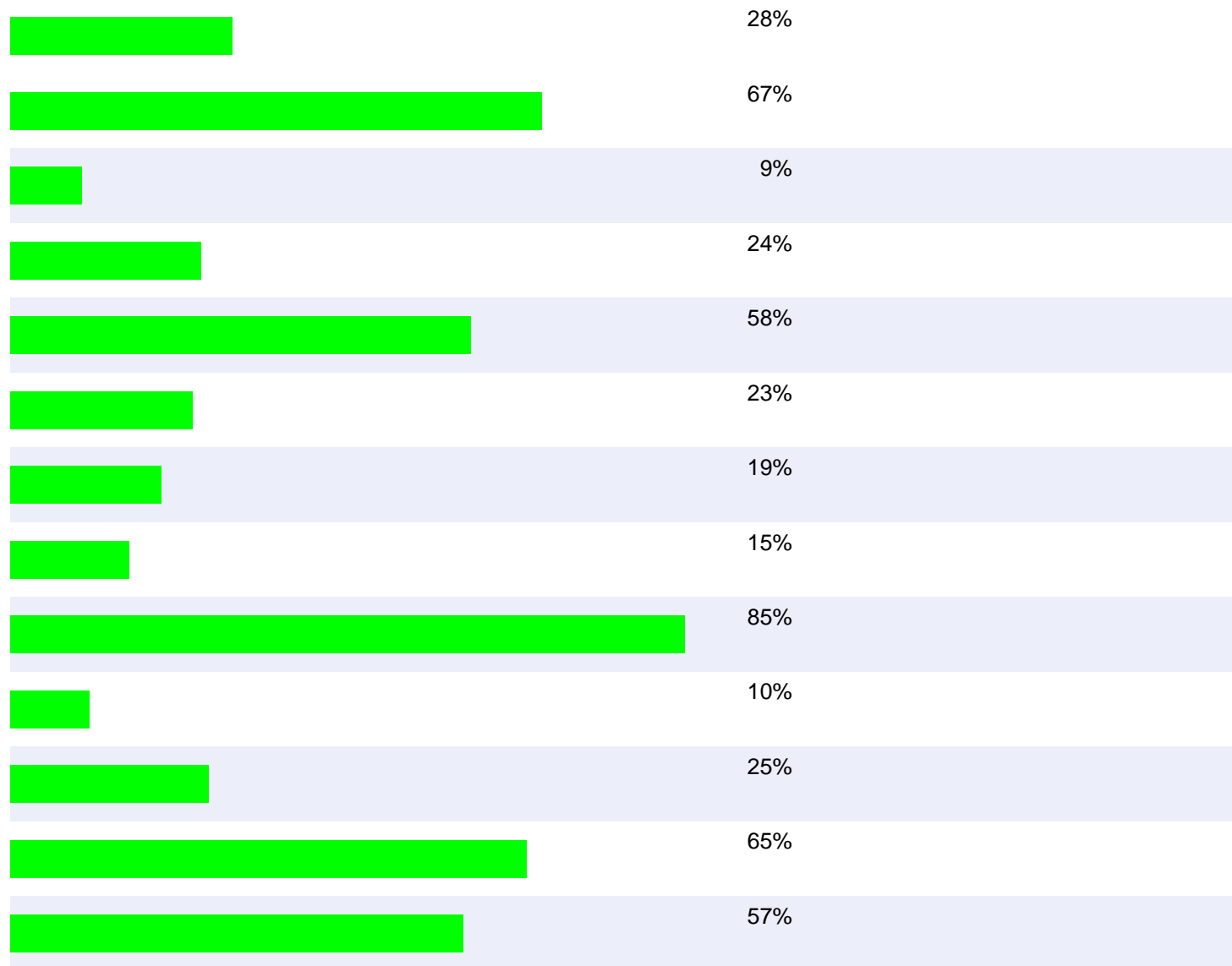
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

MD	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MD	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MD	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MD	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MD	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
ME	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
ME	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
ME	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
ME	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
ME	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
ME	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
ME	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
ME	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P

# HCAHPS - State

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

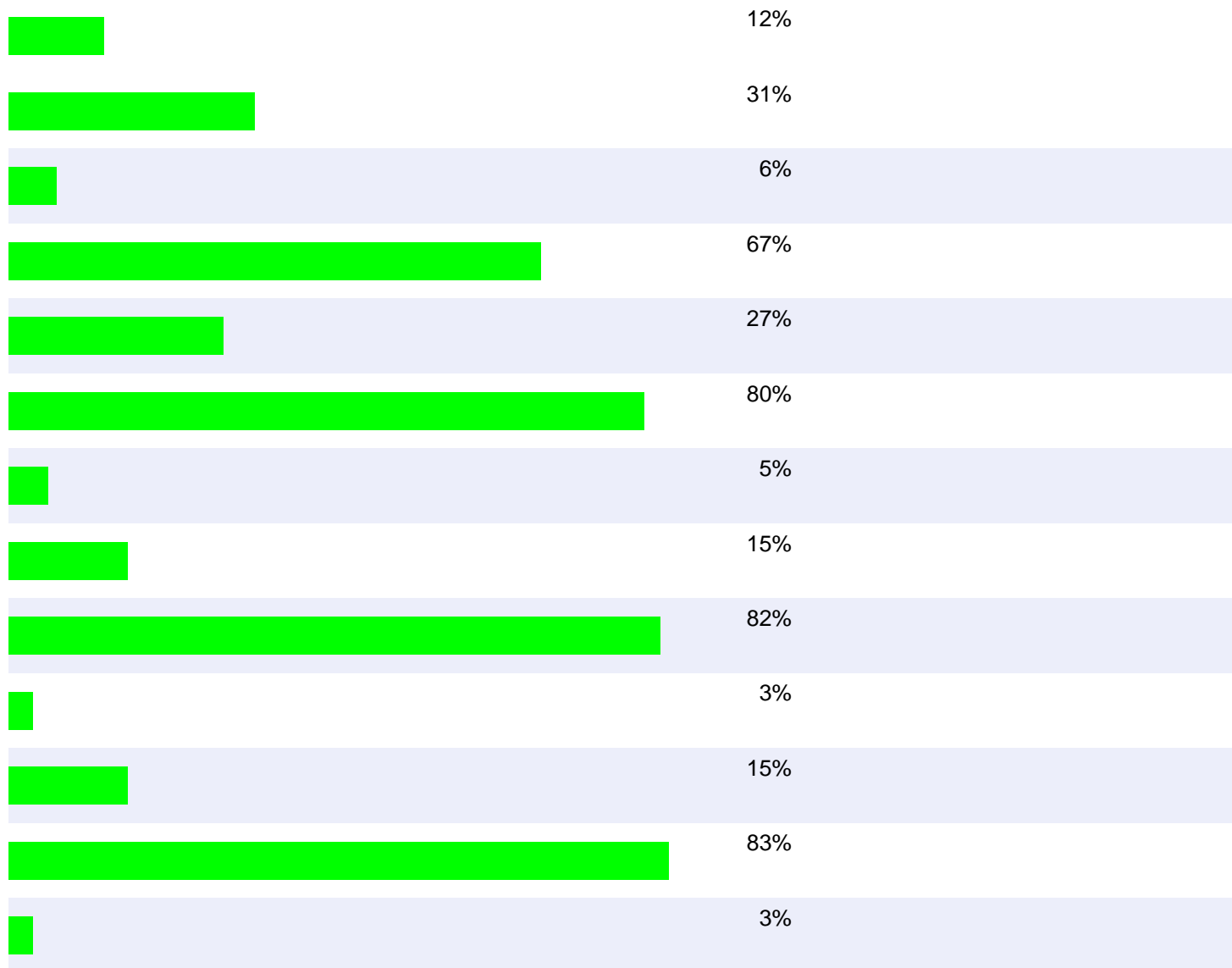
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

ME	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ME	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
ME	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ME	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ME	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ME	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ME	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
ME	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ME	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ME	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ME	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
ME	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ME	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

# HCAHPS - State

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

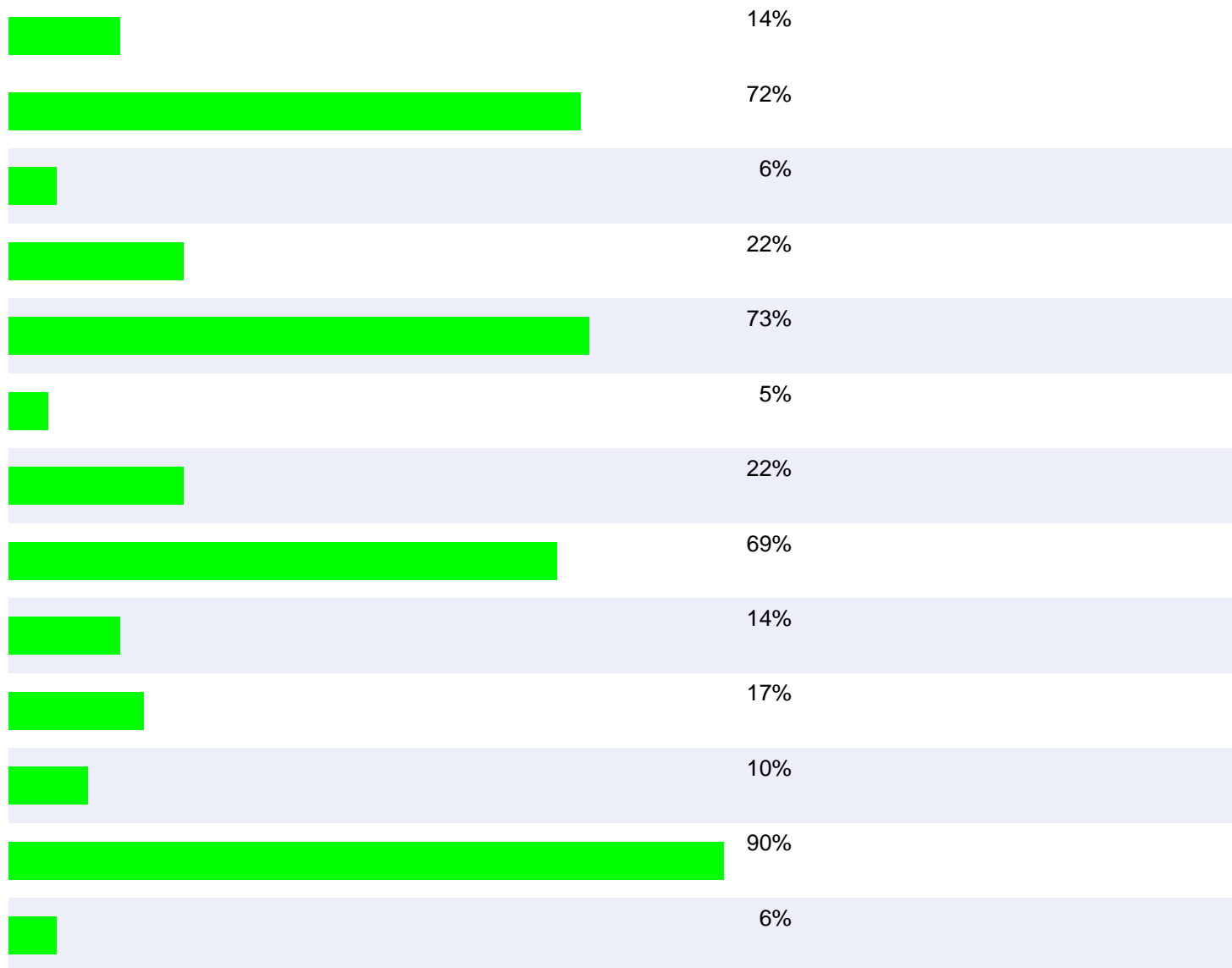
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

ME	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ME	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
ME	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ME	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ME	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ME	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ME	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
ME	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

# HCAHPS - State

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

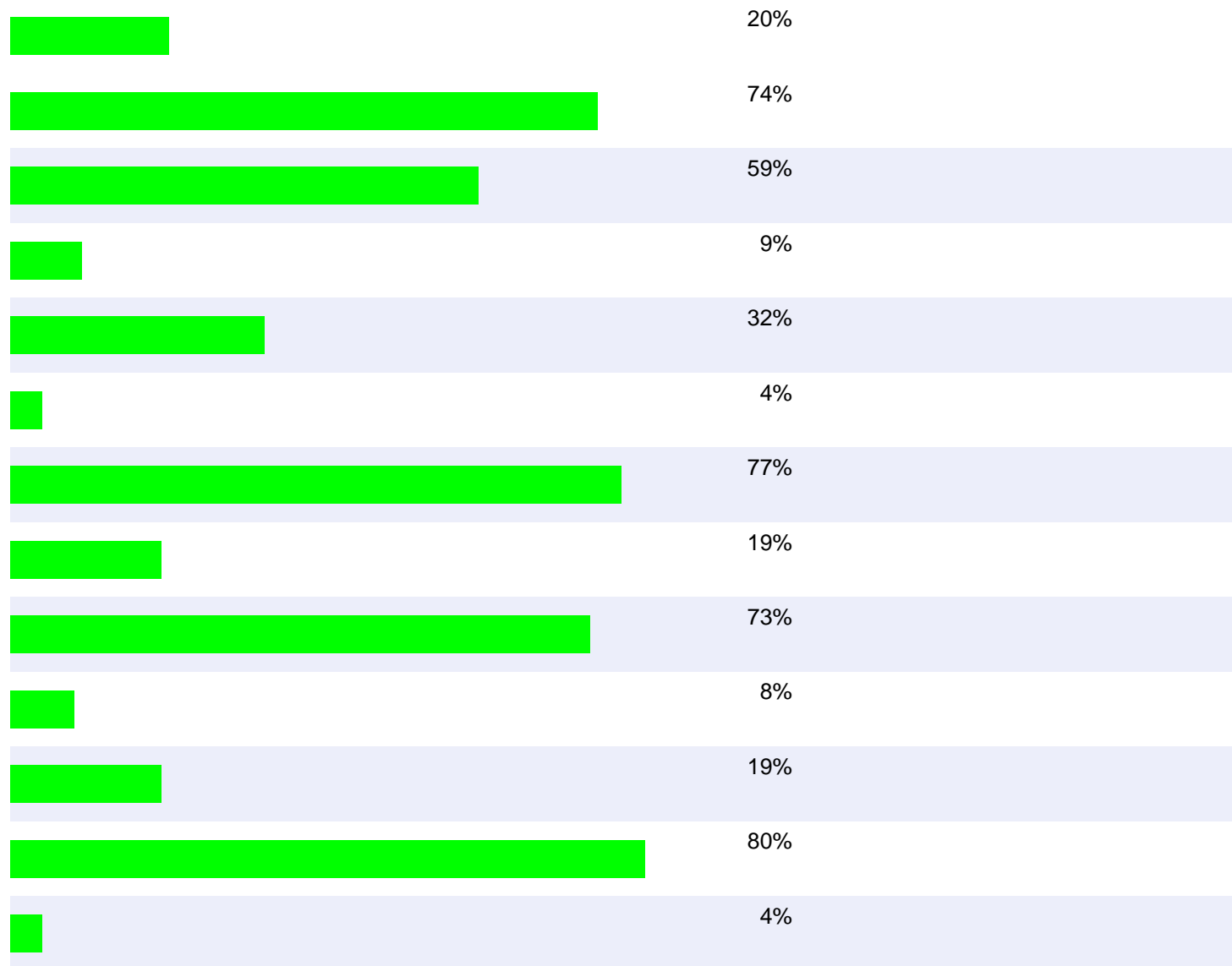
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

# HCAHPS - State

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

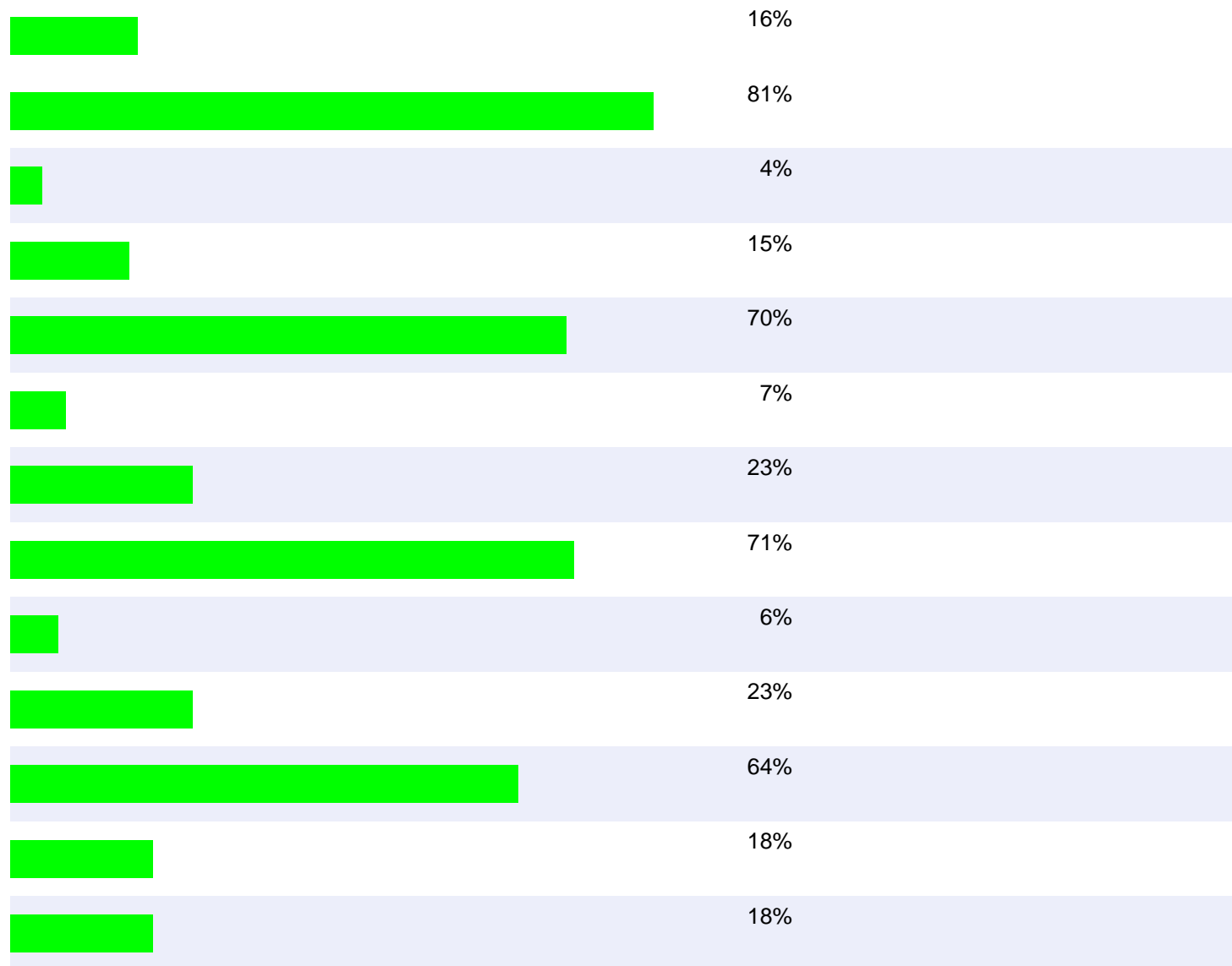
Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

MI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MN	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MN	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

# HCAHPS - State

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

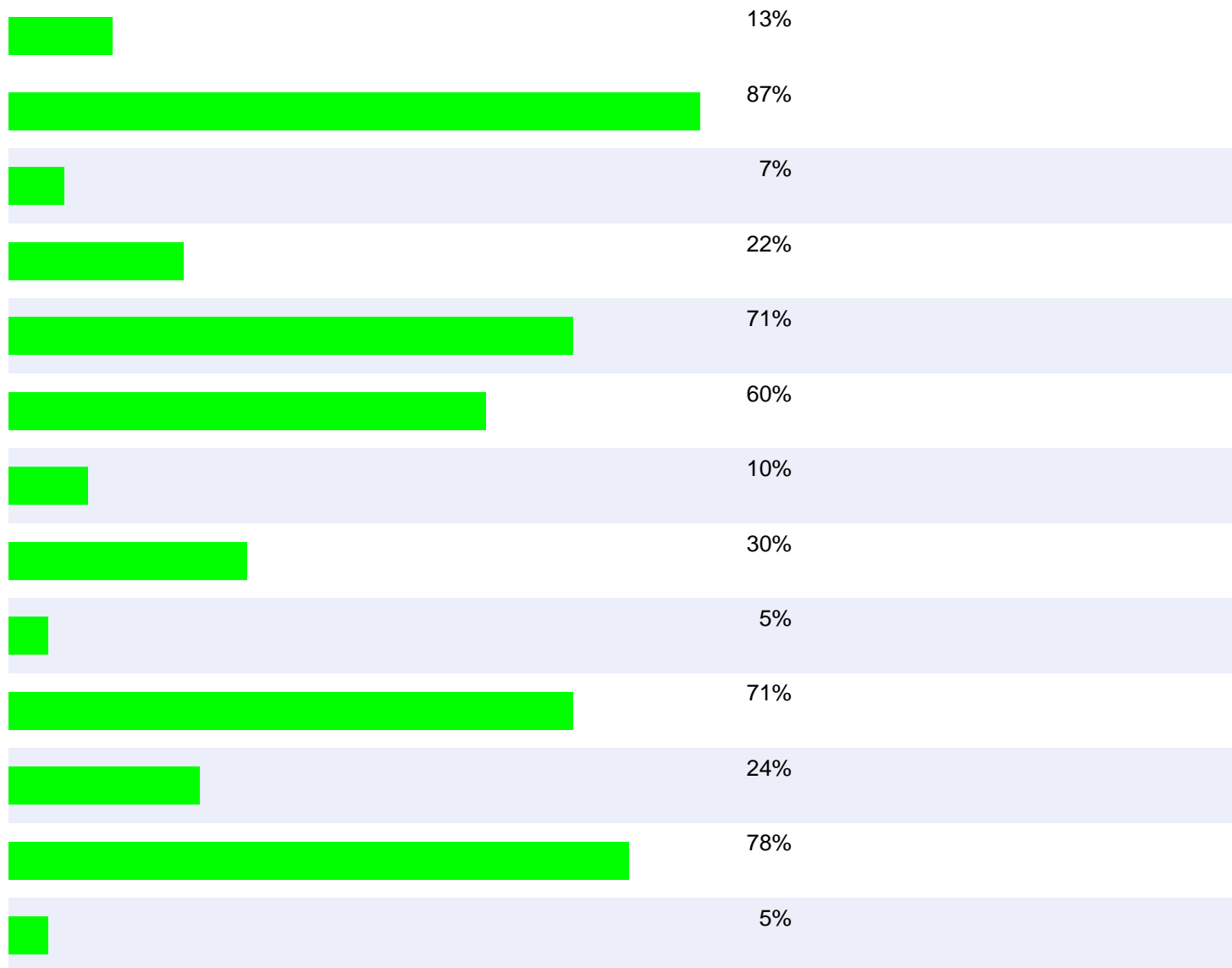
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MN	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MN	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MN	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MN	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MN	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MN	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MN	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MN	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MN	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MN	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MN	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MN	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MN	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

# HCAHPS - State

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

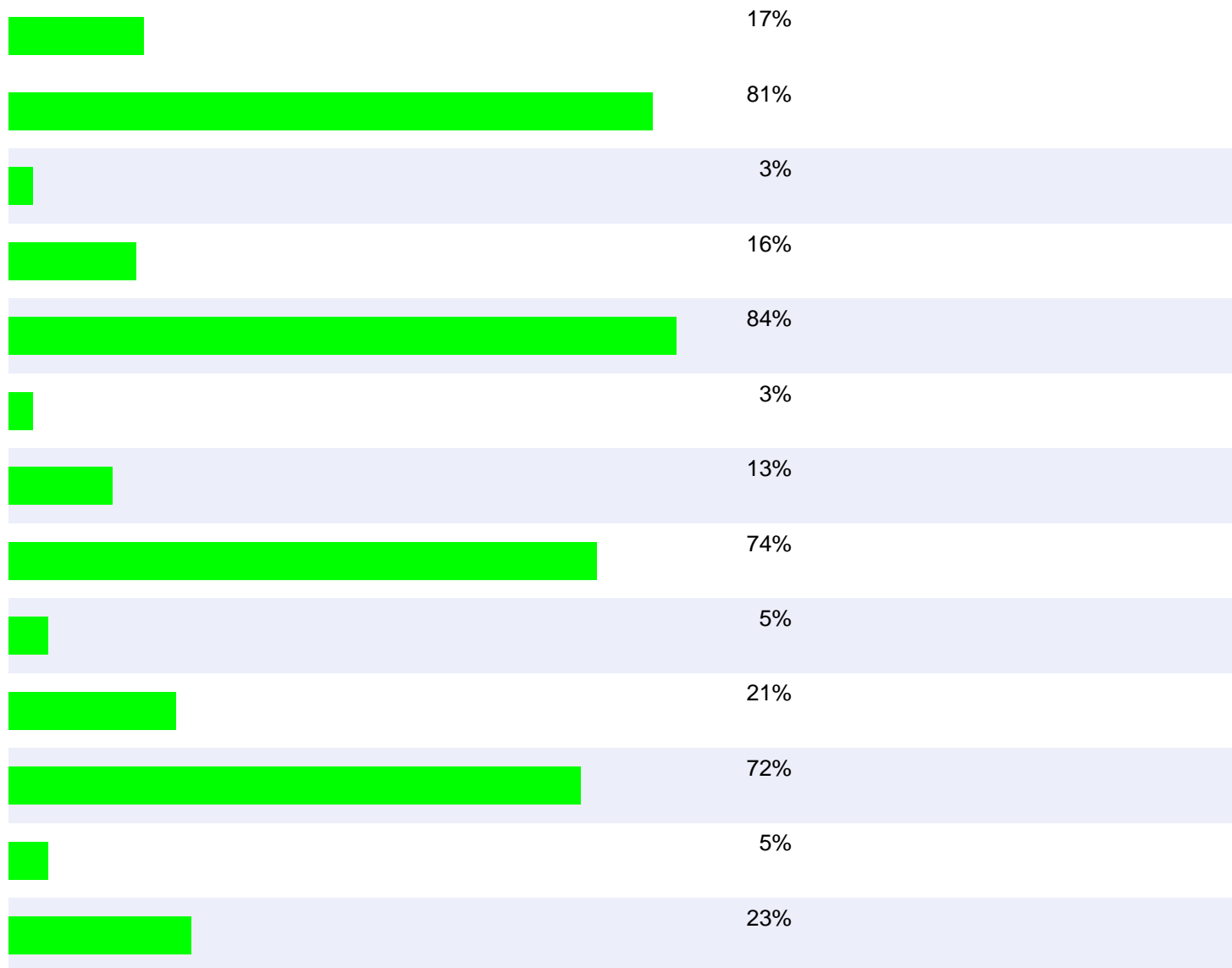
Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

MN	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MN	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MN	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MN	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MN	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MN	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MN	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MN	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MN	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MN	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MN	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MN	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MN	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

# HCAHPS - State

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

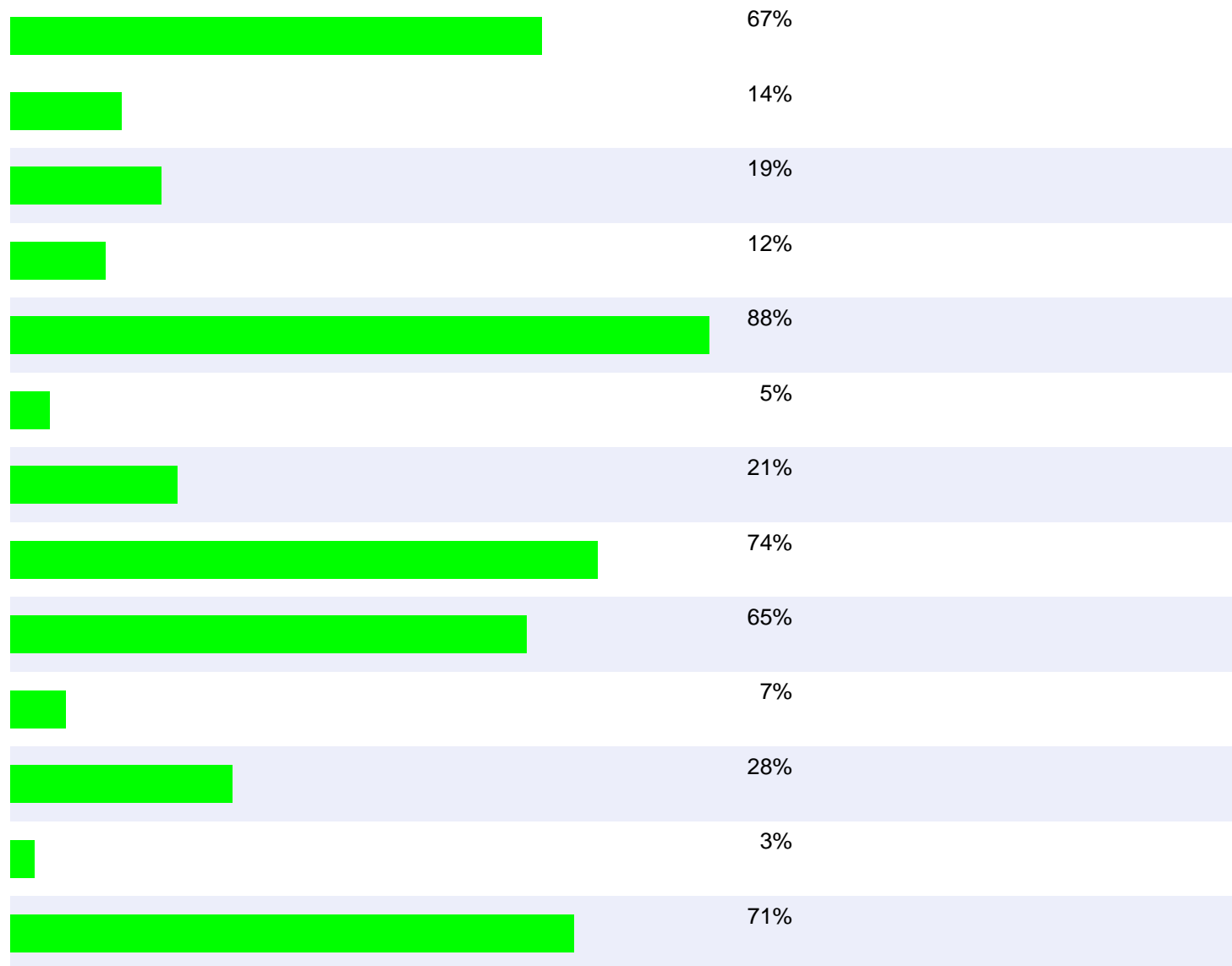
"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MN	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MO	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MO	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MO	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MO	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MO	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MO	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MO	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MO	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MO	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MO	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MO	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MO	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

# HCAHPS - State

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

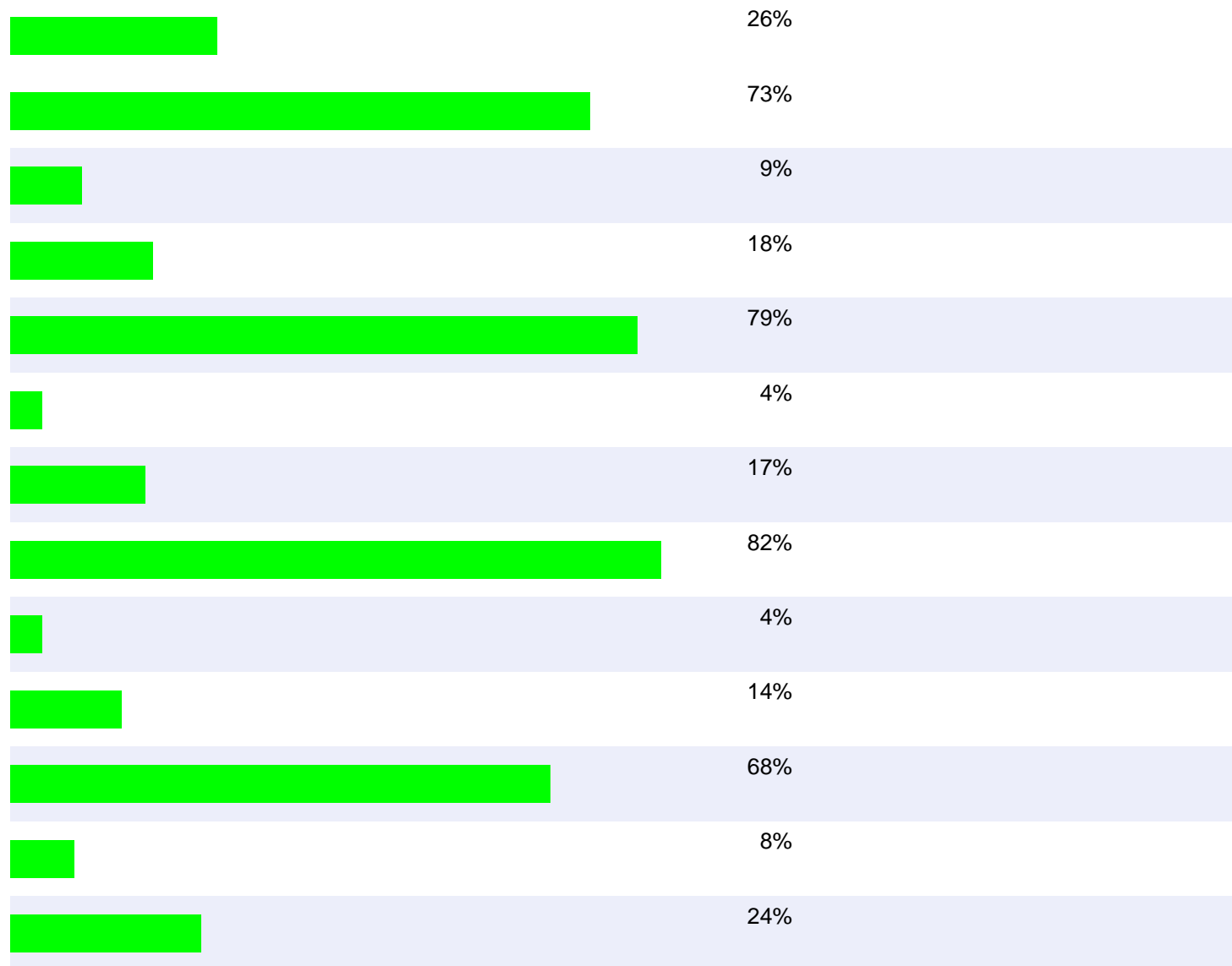
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

MO	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MO	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MO	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MO	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MO	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MO	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MO	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MO	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MO	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MO	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MO	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MO	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MO	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

# HCAHPS - State

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

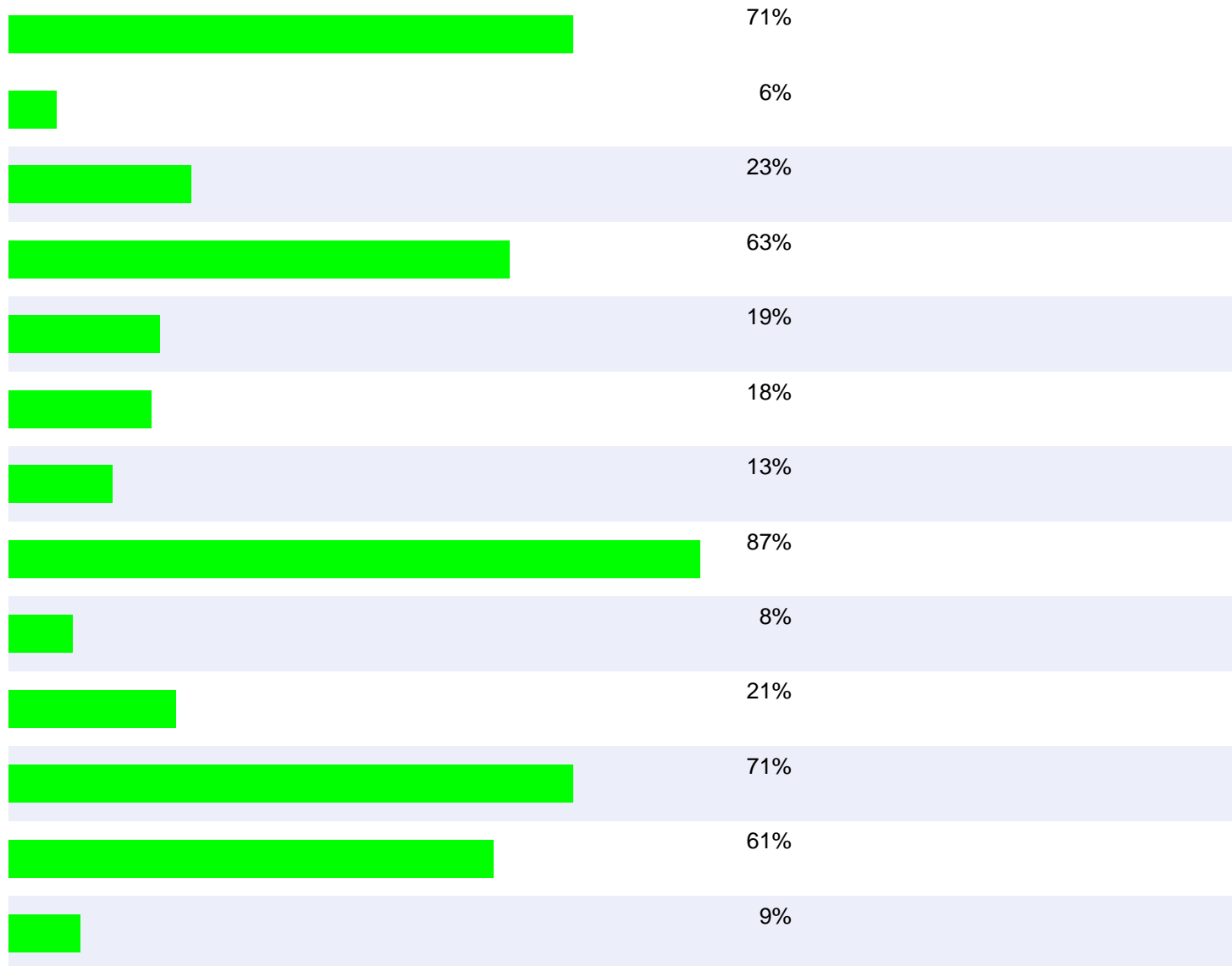
Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MO	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MO	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MO	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MO	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MP	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MP	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MP	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MP	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MP	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MP	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MP	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MP	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MP	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

# HCAHPS - State

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

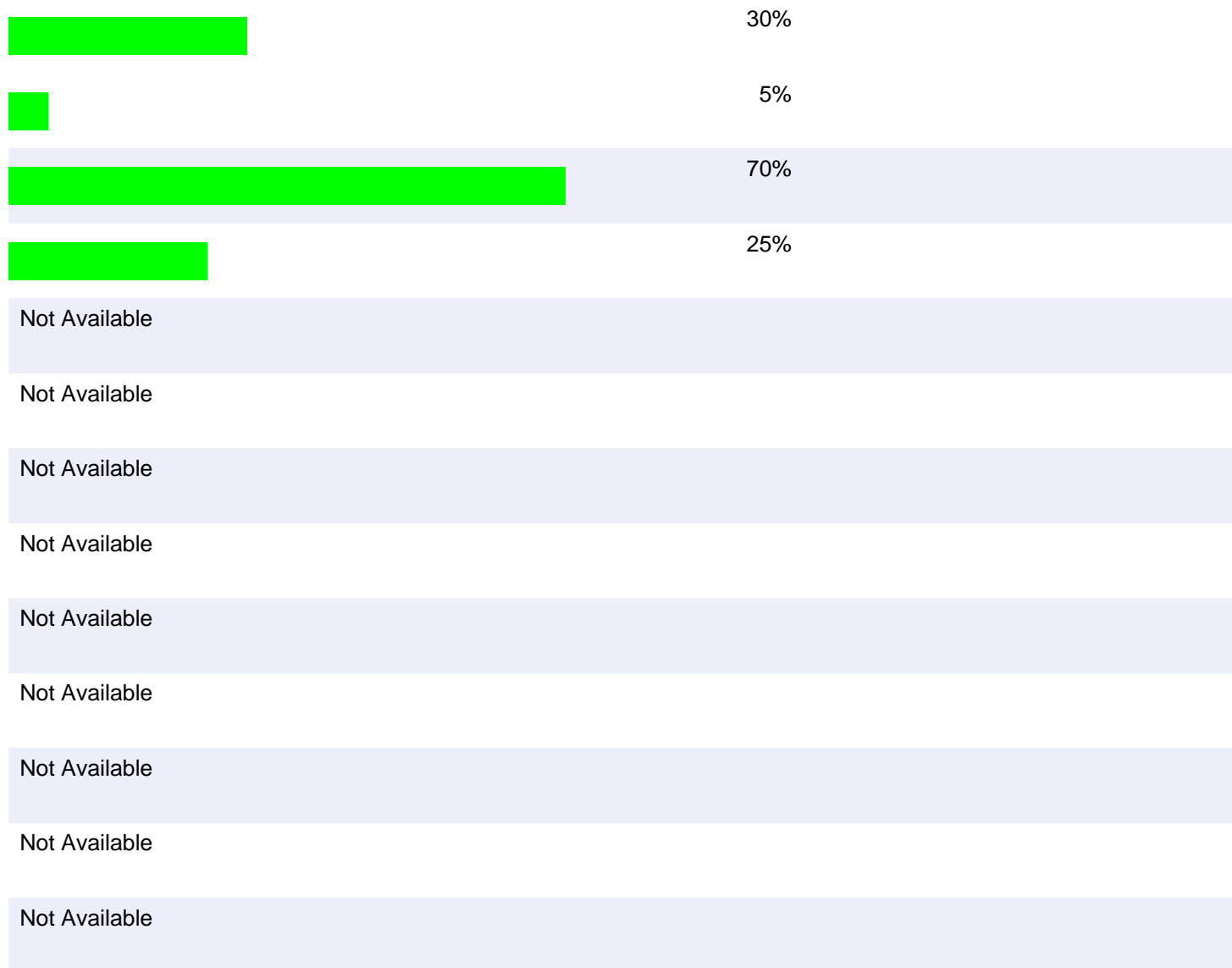
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

MP	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MP	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MP	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MP	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MP	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MP	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MP	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MP	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MP	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MP	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MP	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MP	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MP	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

# HCAHPS - State

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MP	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MP	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MP	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MP	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MP	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MP	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MP	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MS	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MS	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MS	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
MS	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MS	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MS	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

# HCAHPS - State

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

# HCAHPS - State

Not Available

Not Available

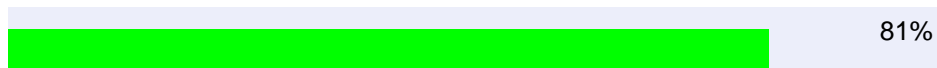
Not Available

Not Available

Not Available

Not Available

Not Available



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

MS	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MS	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MS	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MS	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MS	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MS	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MS	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MS	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MS	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MS	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
MS	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MS	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MS	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

# HCAHPS - State

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

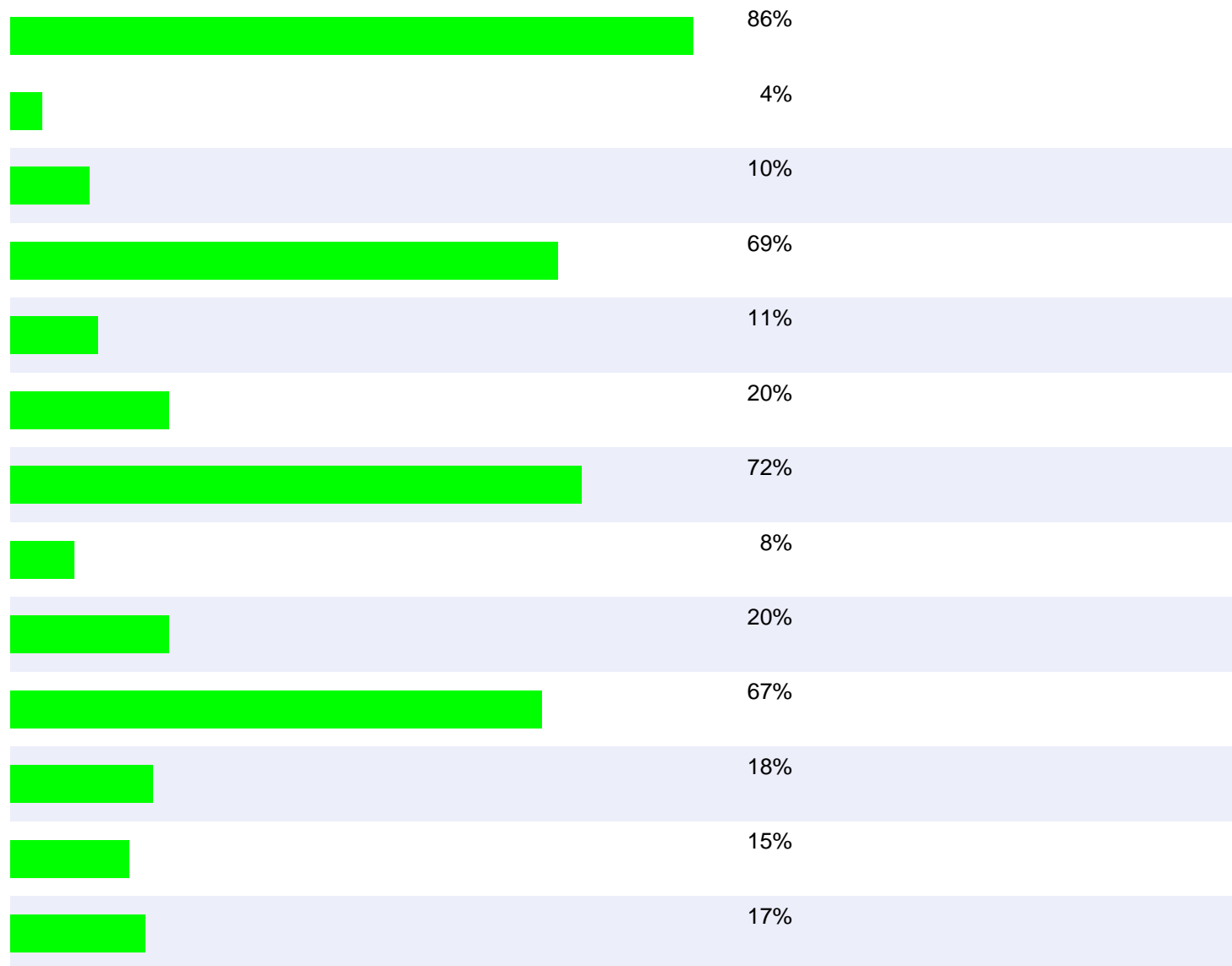
Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MS	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MS	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MS	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MS	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MS	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MS	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MS	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MS	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MS	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MS	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
MT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
MT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
MT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

# HCAHPS - State

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

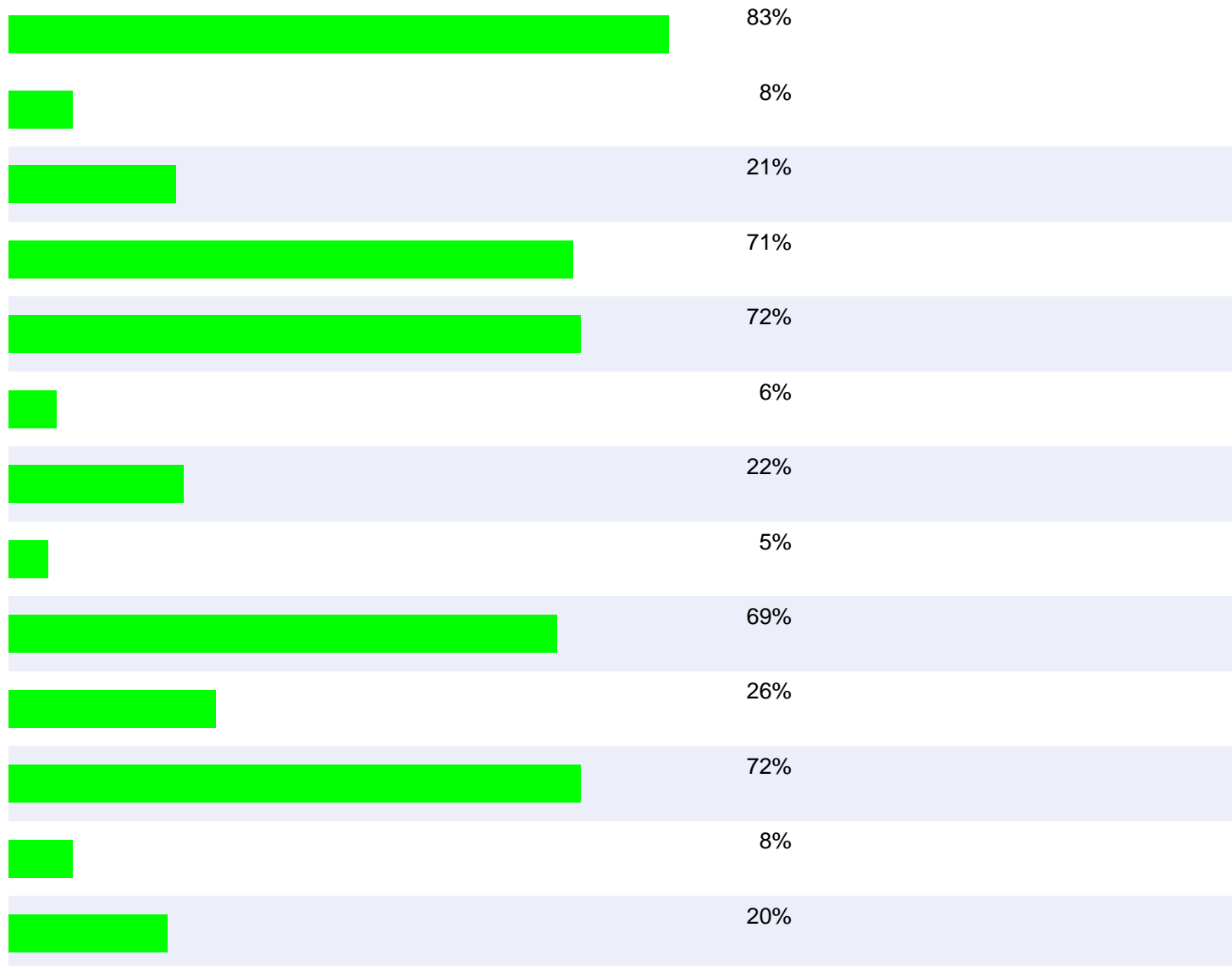
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

MT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
MT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
MT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
MT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
MT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
MT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
MT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
MT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
MT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
MT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
MT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
MT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
MT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

# HCAHPS - State

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

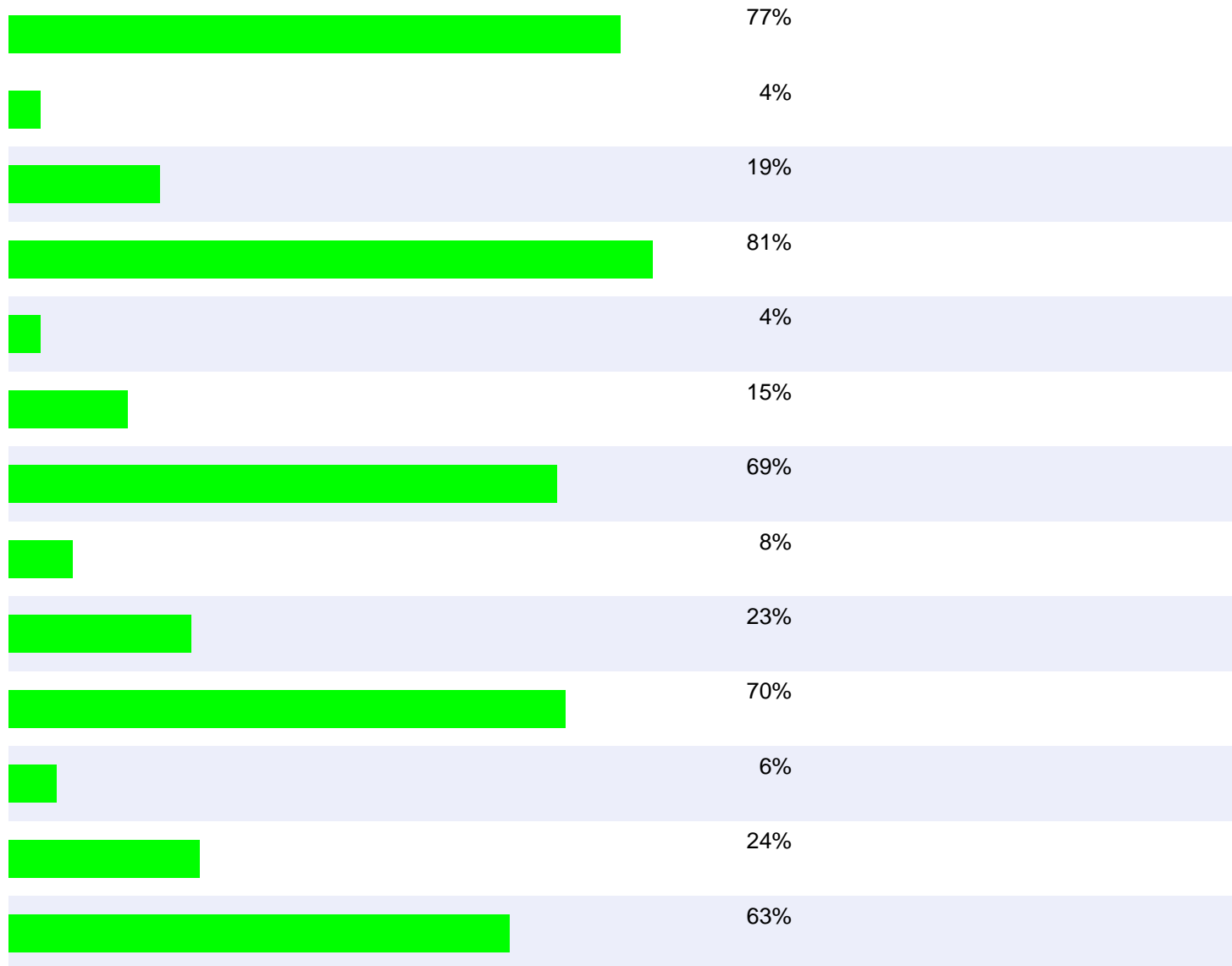
Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

MT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
MT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
MT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
MT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
MT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
MT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
MT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
MT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
MT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
MT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
MT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
MT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
MT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

# HCAHPS - State

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

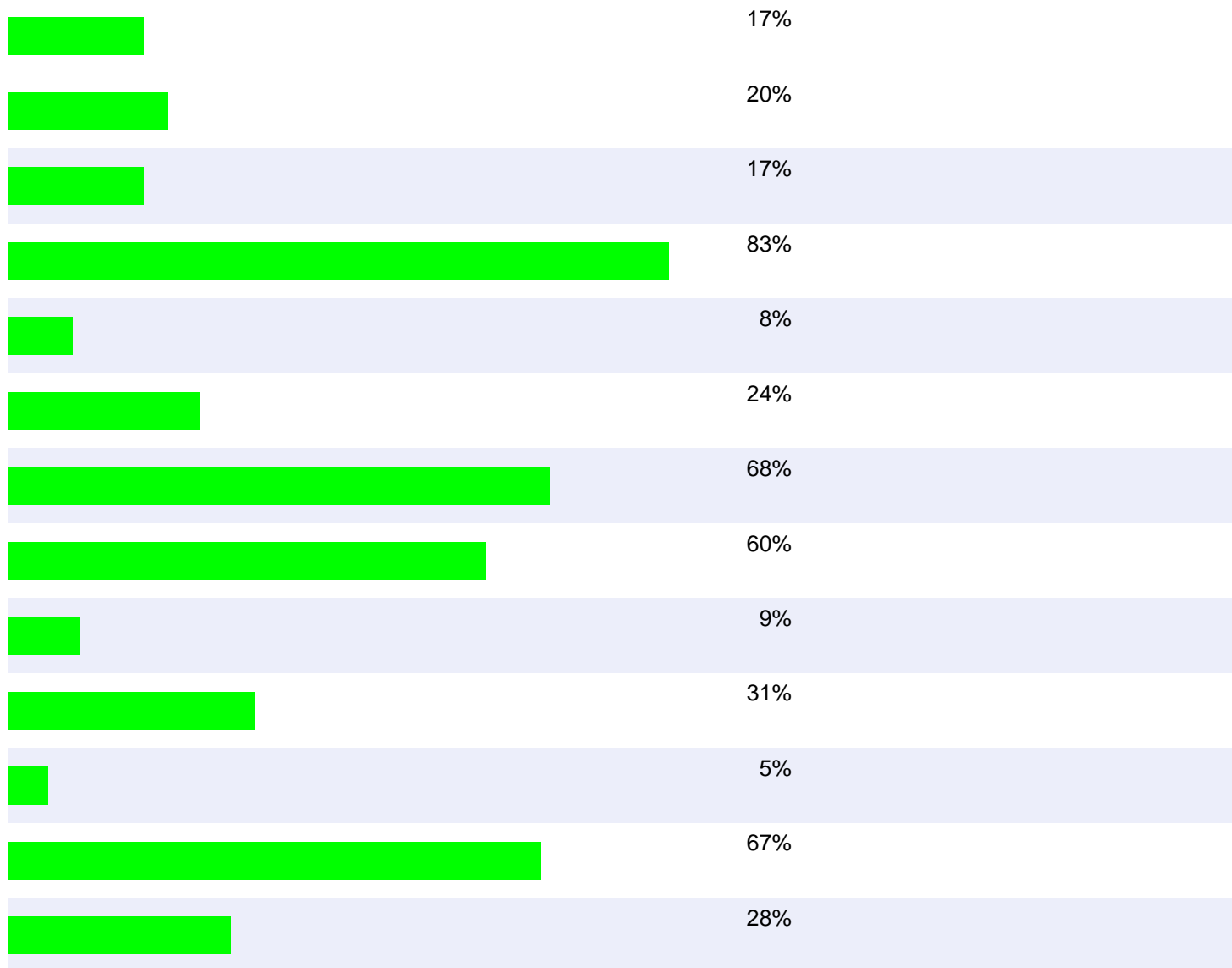
"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NC	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NC	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NC	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NC	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NC	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NC	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NC	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NC	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NC	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NC	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NC	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NC	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NC	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

# HCAHPS - State

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

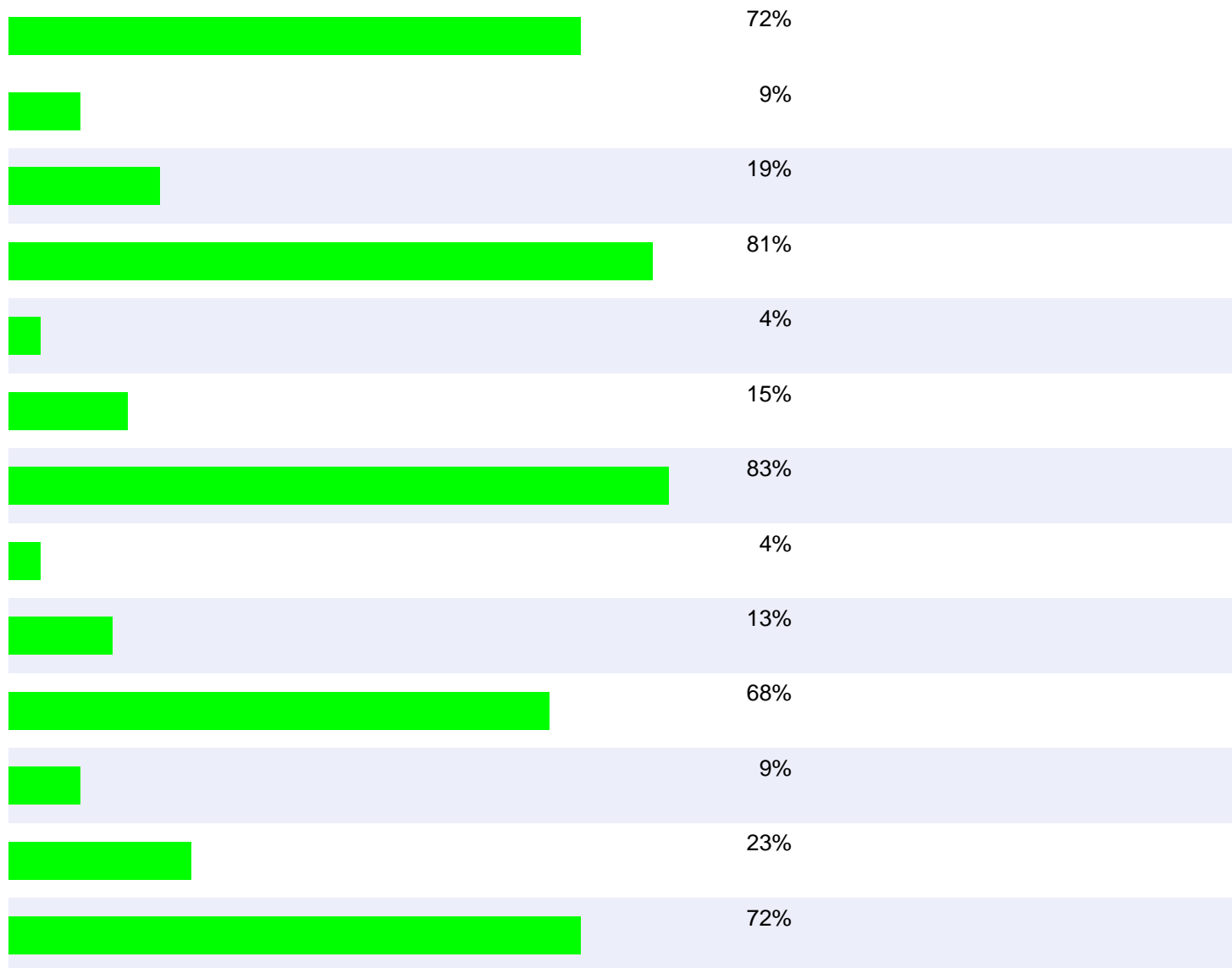
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NC	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NC	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NC	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NC	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NC	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NC	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NC	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NC	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NC	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NC	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NC	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NC	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NC	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

# HCAHPS - State

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

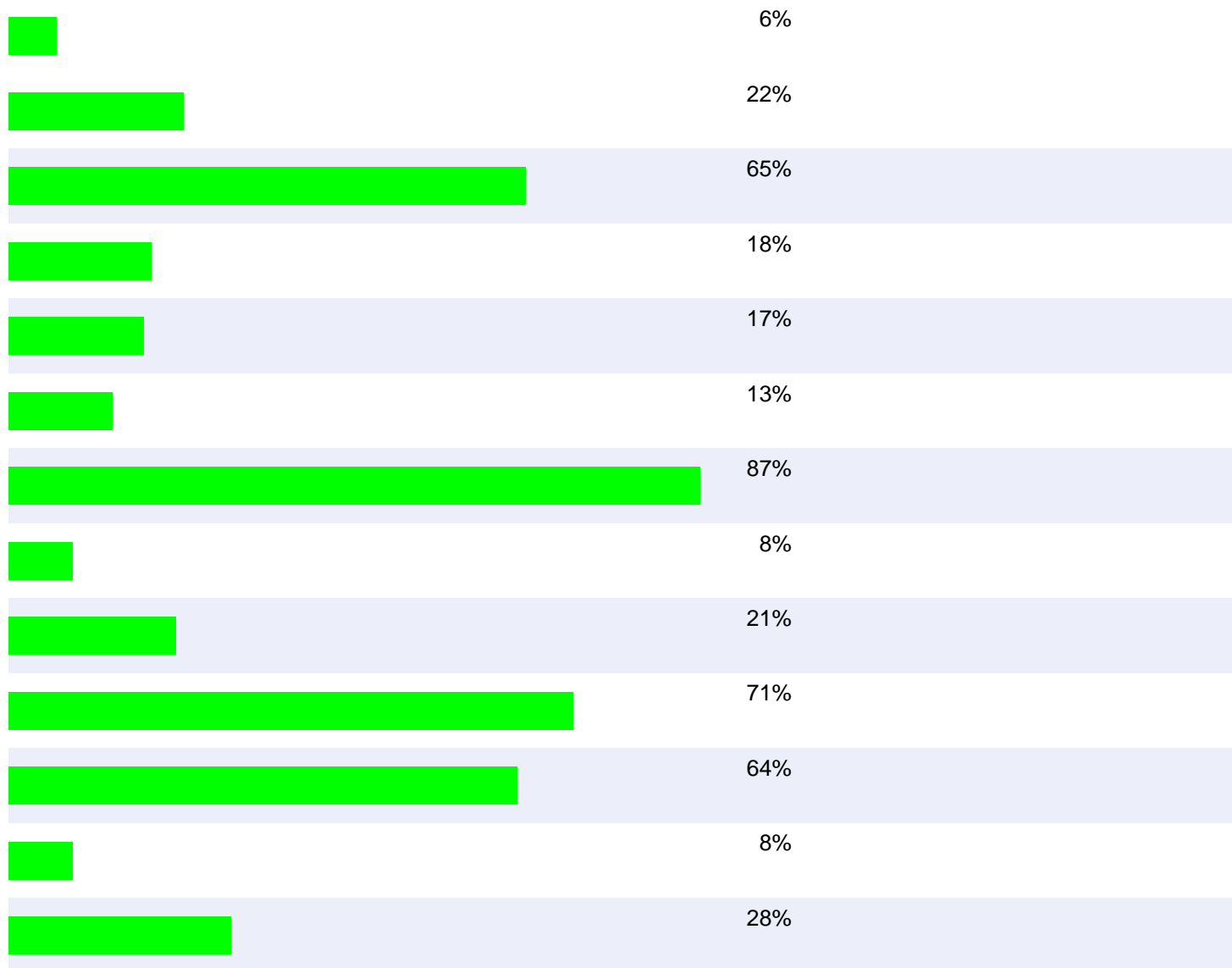
Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NC	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NC	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NC	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
ND	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
ND	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
ND	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
ND	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
ND	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
ND	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
ND	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
ND	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
ND	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
ND	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

# HCAHPS - State

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

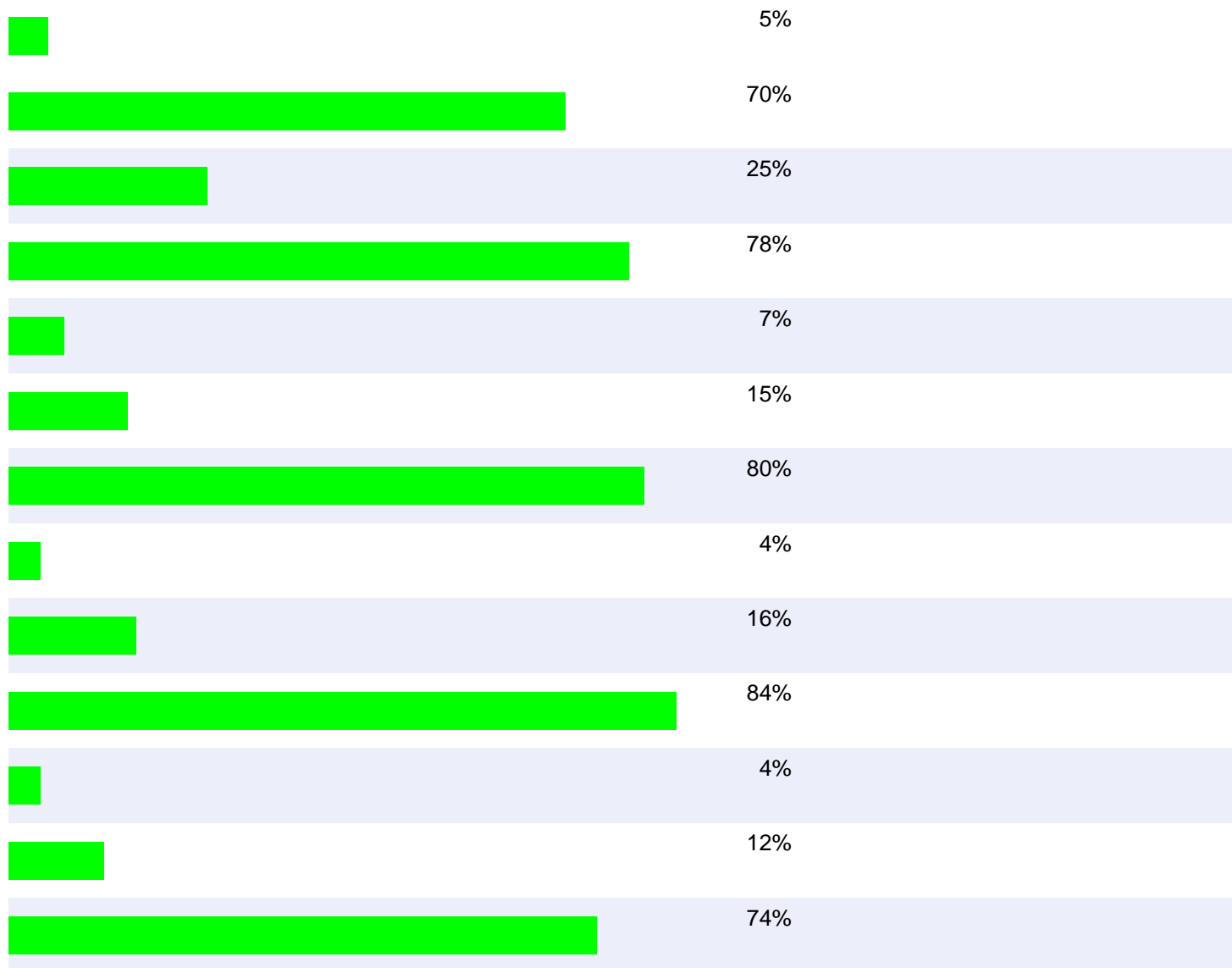
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

ND	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
ND	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
ND	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
ND	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
ND	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
ND	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
ND	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
ND	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
ND	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
ND	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
ND	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
ND	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
ND	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

# HCAHPS - State

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

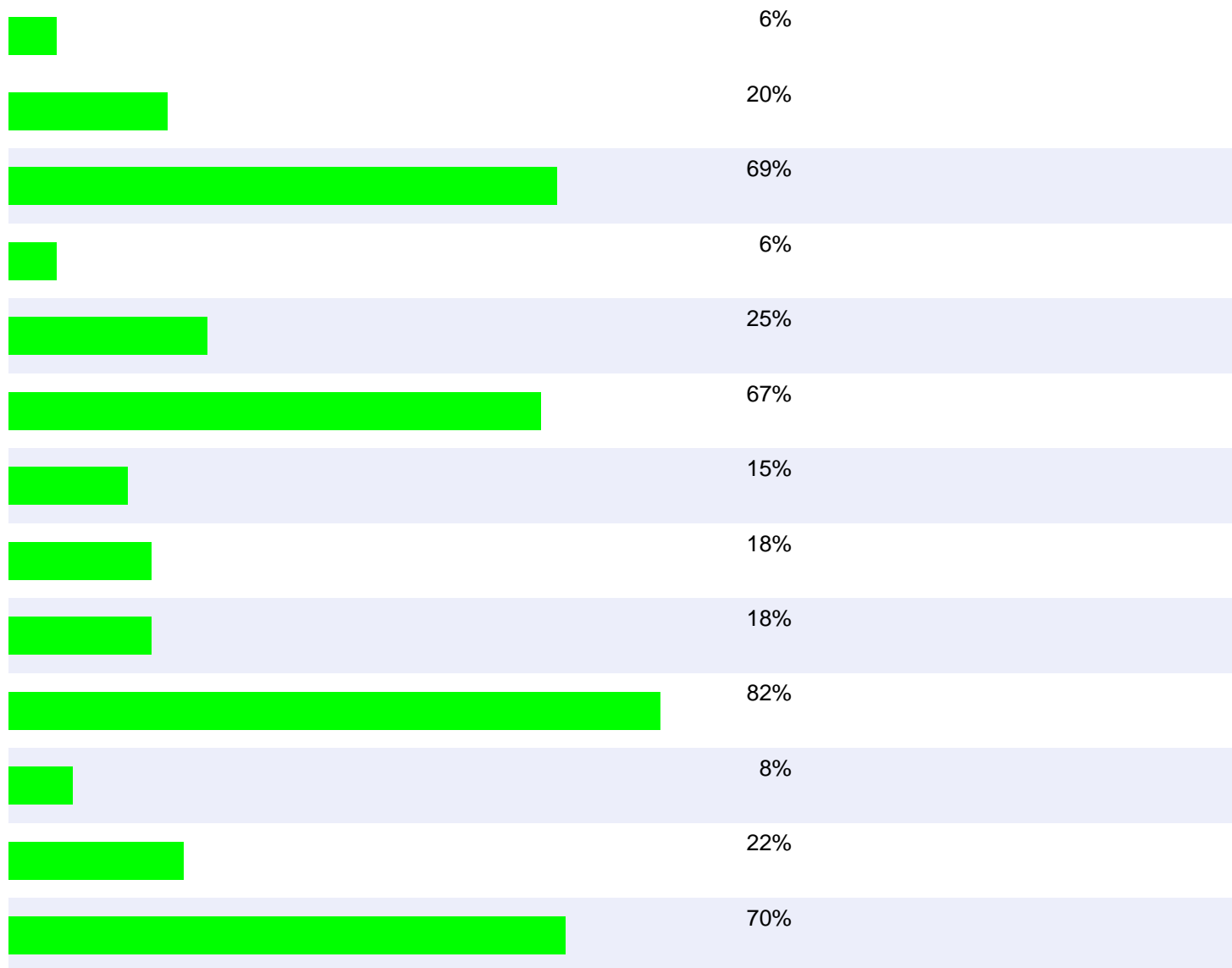
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

ND	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
ND	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
ND	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
ND	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
ND	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
ND	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NE	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NE	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NE	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NE	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NE	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NE	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NE	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

# HCAHPS - State

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

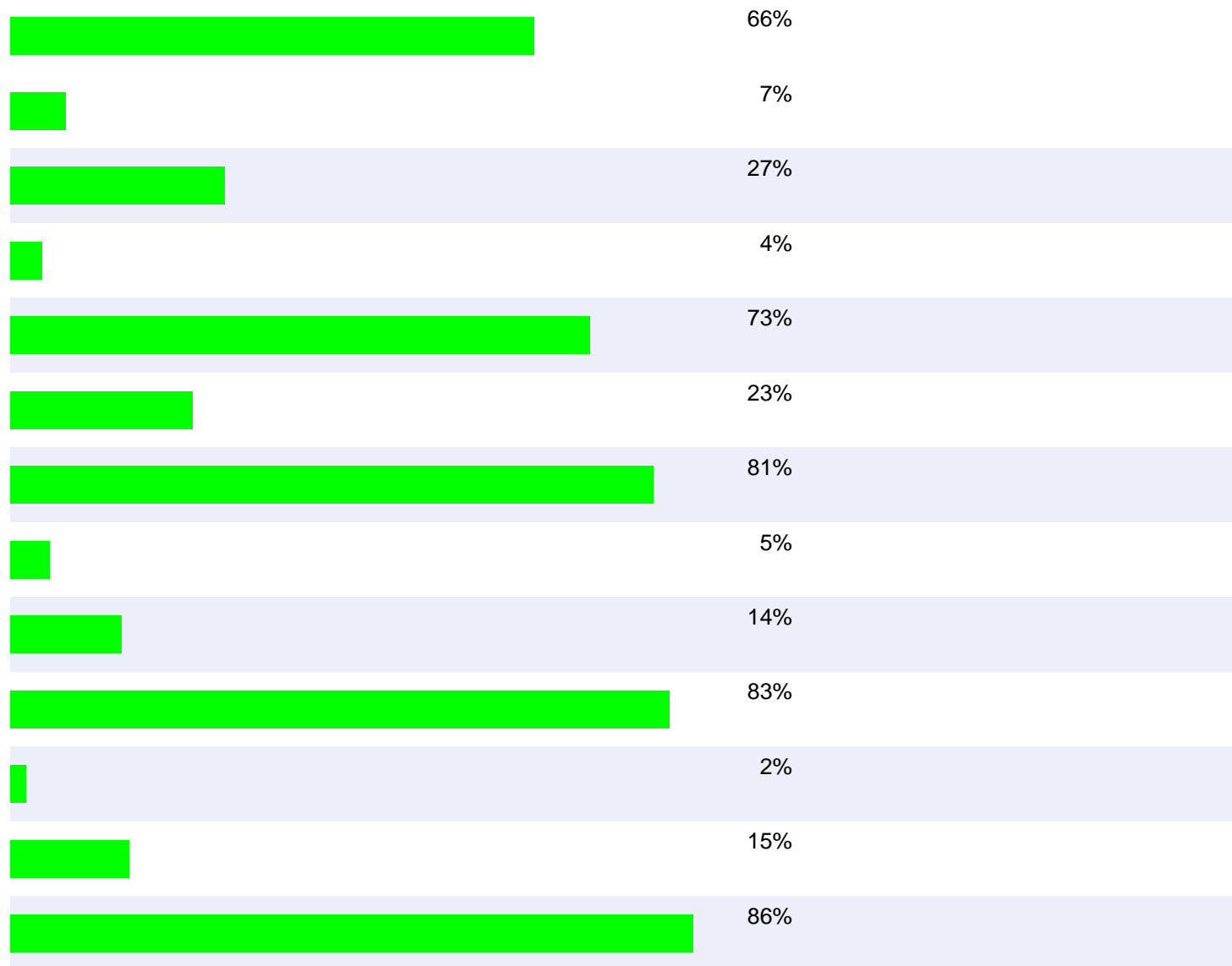
Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NE	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NE	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NE	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NE	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NE	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NE	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NE	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NE	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NE	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NE	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NE	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NE	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NE	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

# HCAHPS - State

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

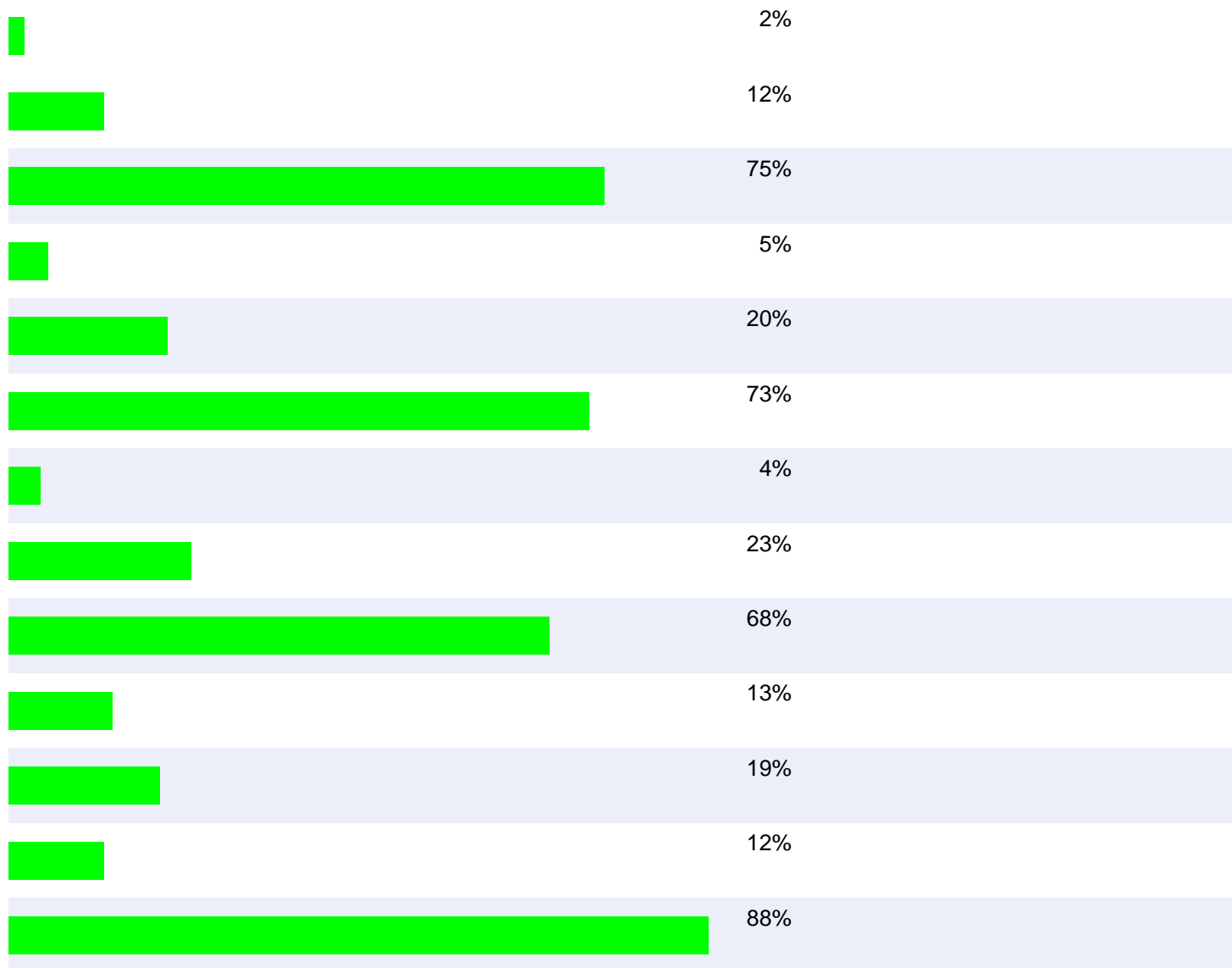
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NE	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NE	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NE	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NE	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NE	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NE	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NE	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NE	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NE	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NH	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NH	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NH	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NH	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

# HCAHPS - State

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

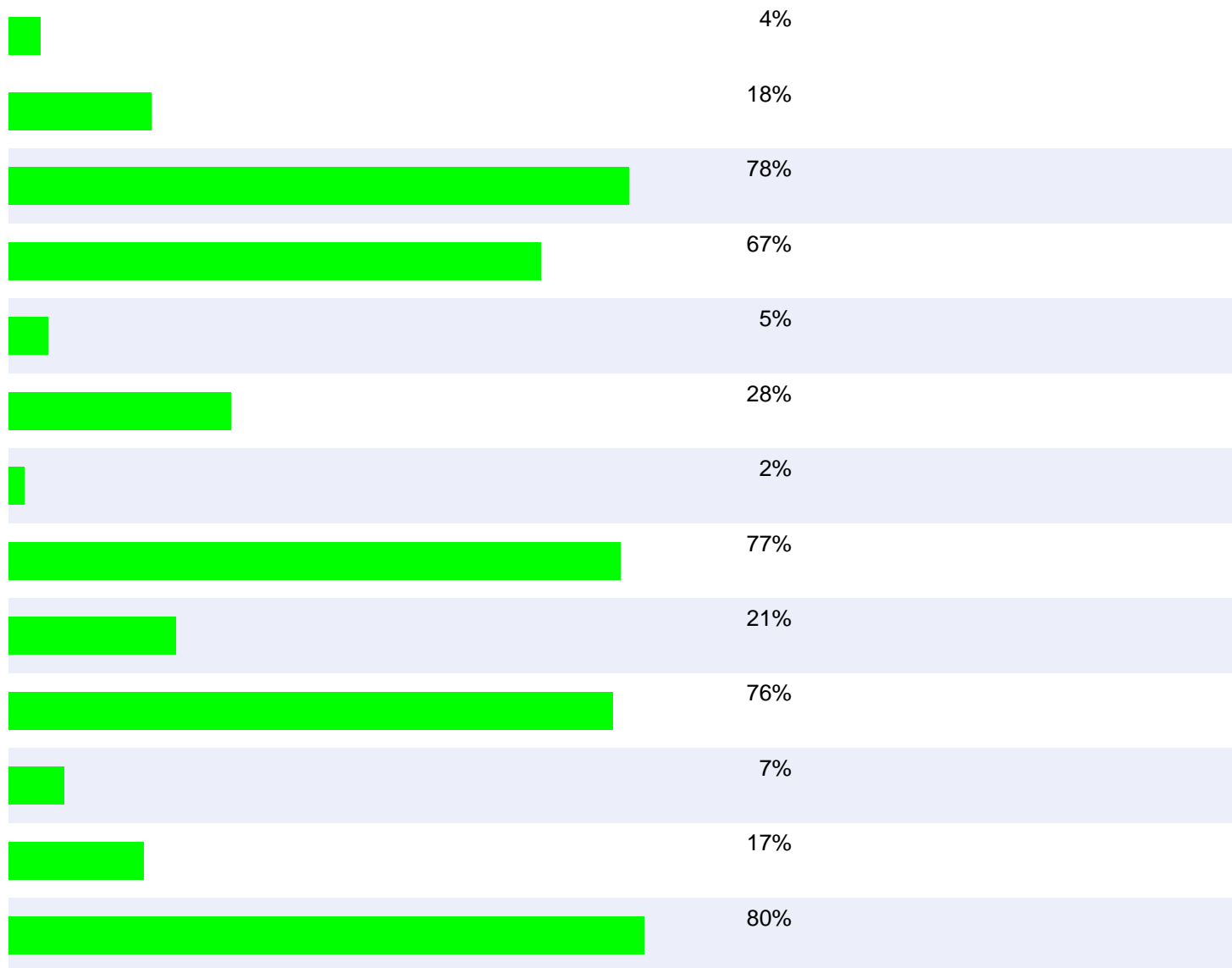
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NH	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NH	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NH	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NH	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NH	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NH	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NH	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NH	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NH	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NH	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NH	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NH	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NH	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

# HCAHPS - State

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

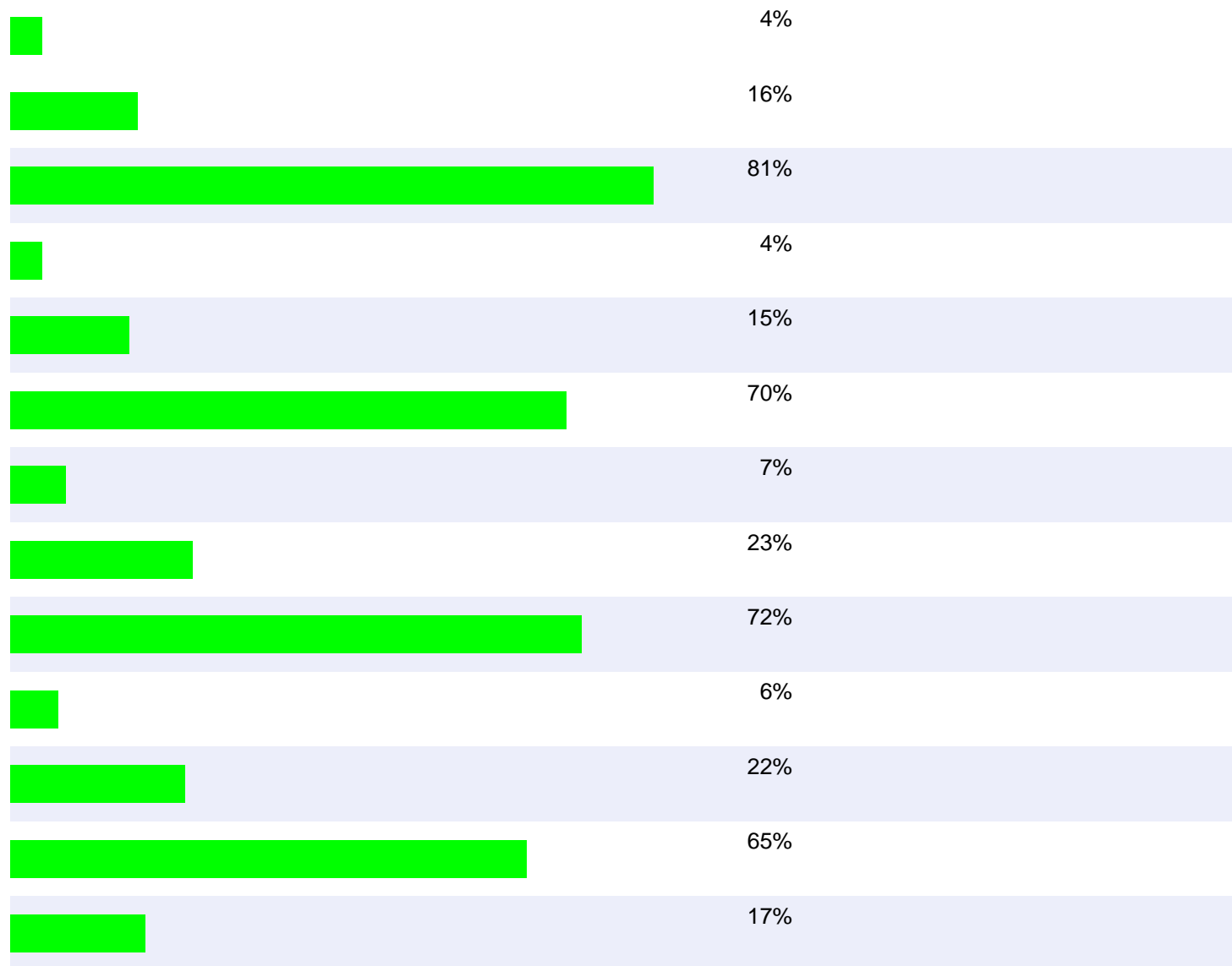
Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NH	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NH	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NH	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NH	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NH	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NH	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NH	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NH	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NH	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NH	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NH	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NH	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NJ	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

# HCAHPS - State

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

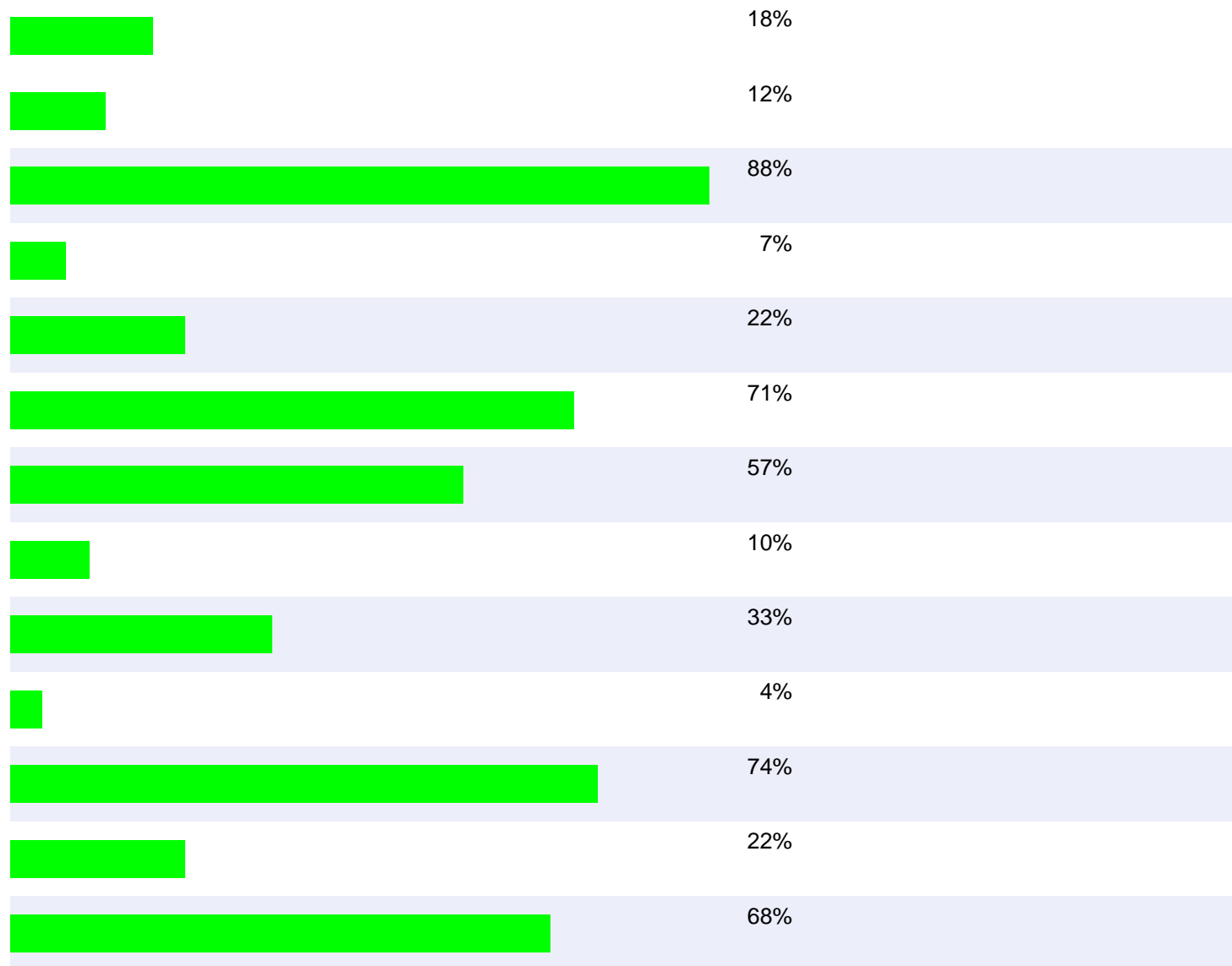
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NJ	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NJ	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NJ	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NJ	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NJ	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NJ	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NJ	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NJ	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NJ	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NJ	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NJ	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NJ	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NJ	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

# HCAHPS - State

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

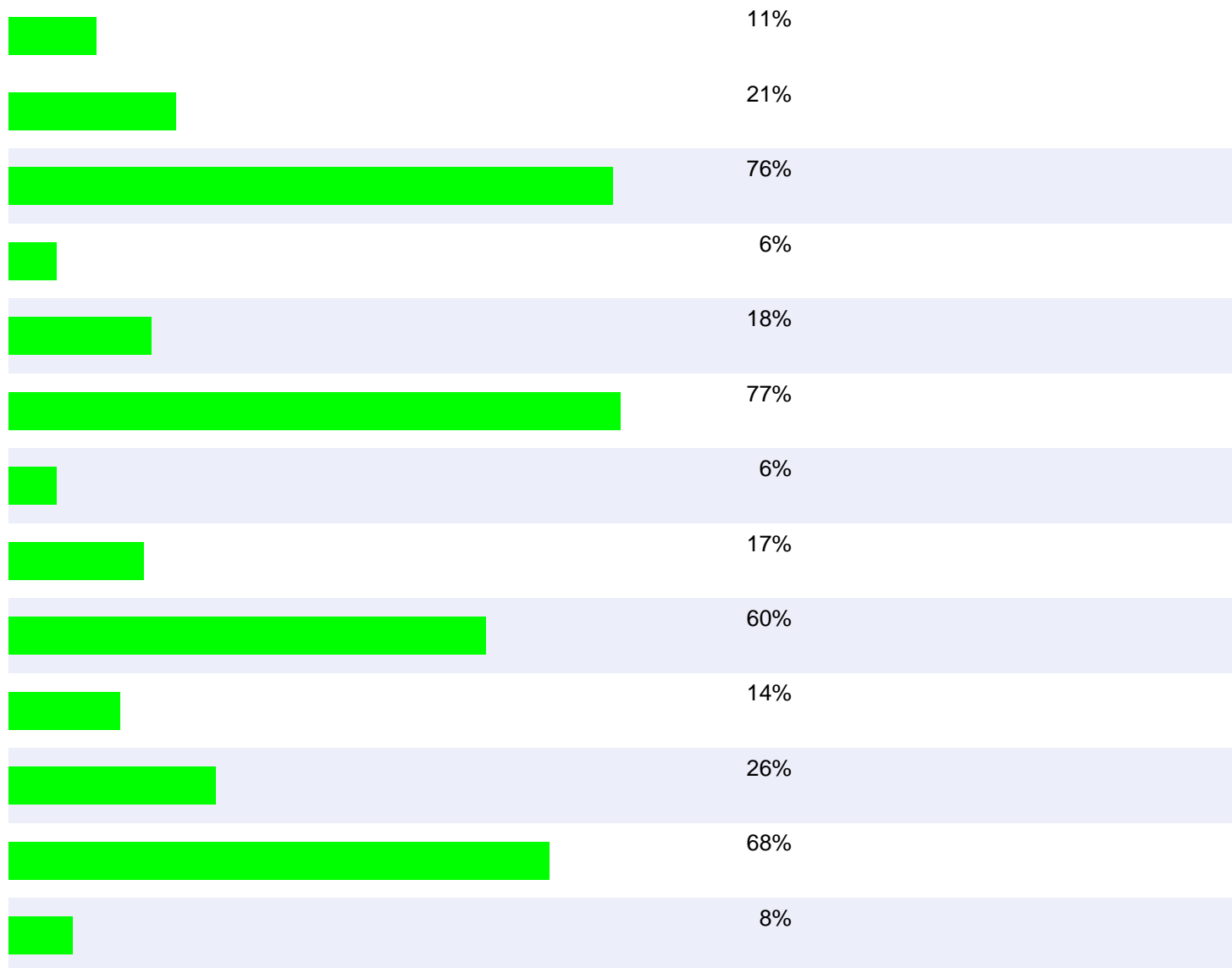
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NJ	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NJ	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NJ	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NJ	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NJ	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NJ	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NJ	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NJ	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NJ	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NJ	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NJ	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NJ	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NJ	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

# HCAHPS - State

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

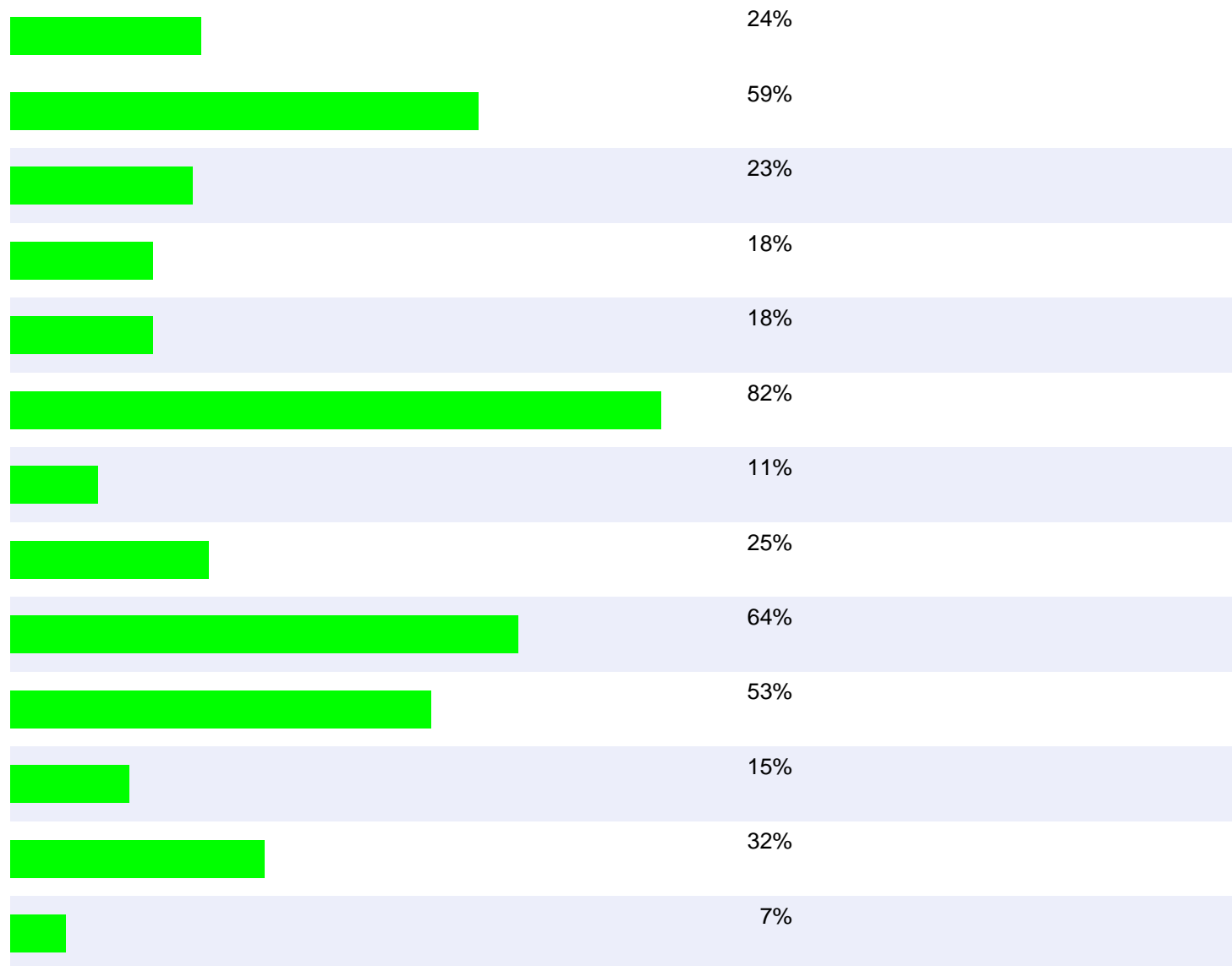
"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NJ	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NJ	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NM	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NM	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NM	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NM	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NM	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NM	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NM	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NM	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NM	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NM	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NM	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

# HCAHPS - State

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

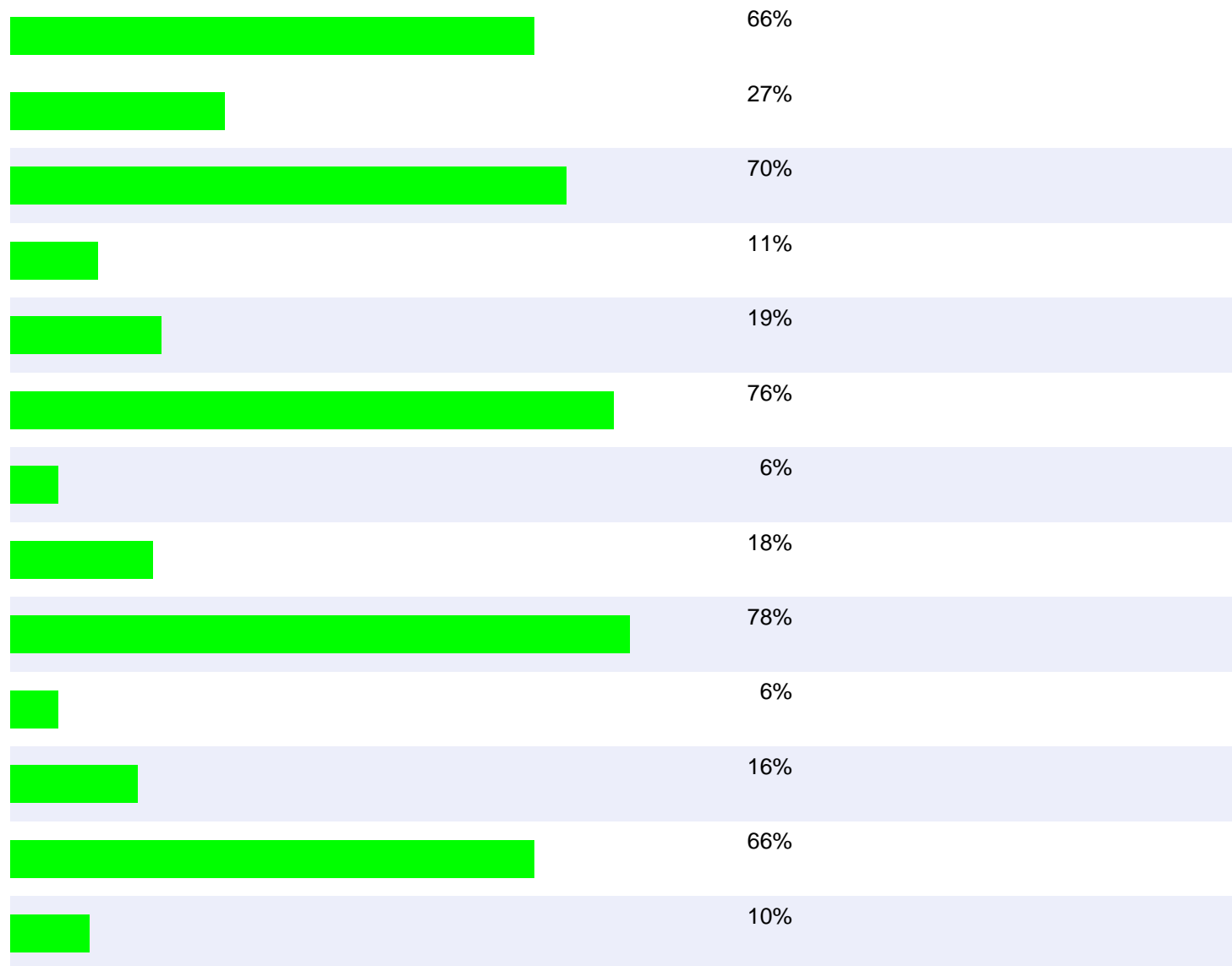
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NM	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NM	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NM	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NM	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NM	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NM	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NM	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NM	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NM	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NM	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NM	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NM	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NM	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

# HCAHPS - State

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

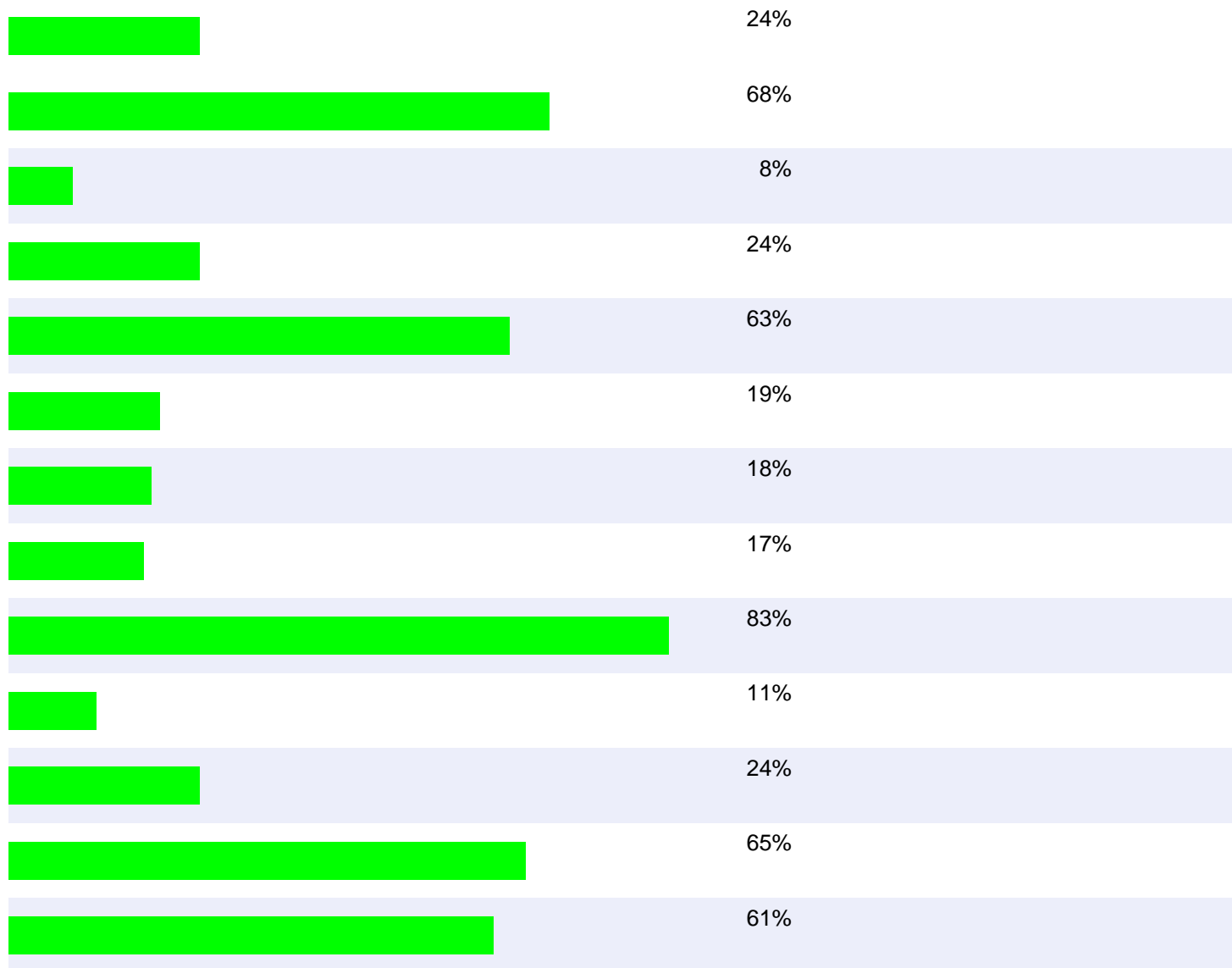
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NM	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NM	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NM	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NM	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NM	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NV	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NV	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NV	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NV	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NV	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
NV	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NV	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NV	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P

# HCAHPS - State

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

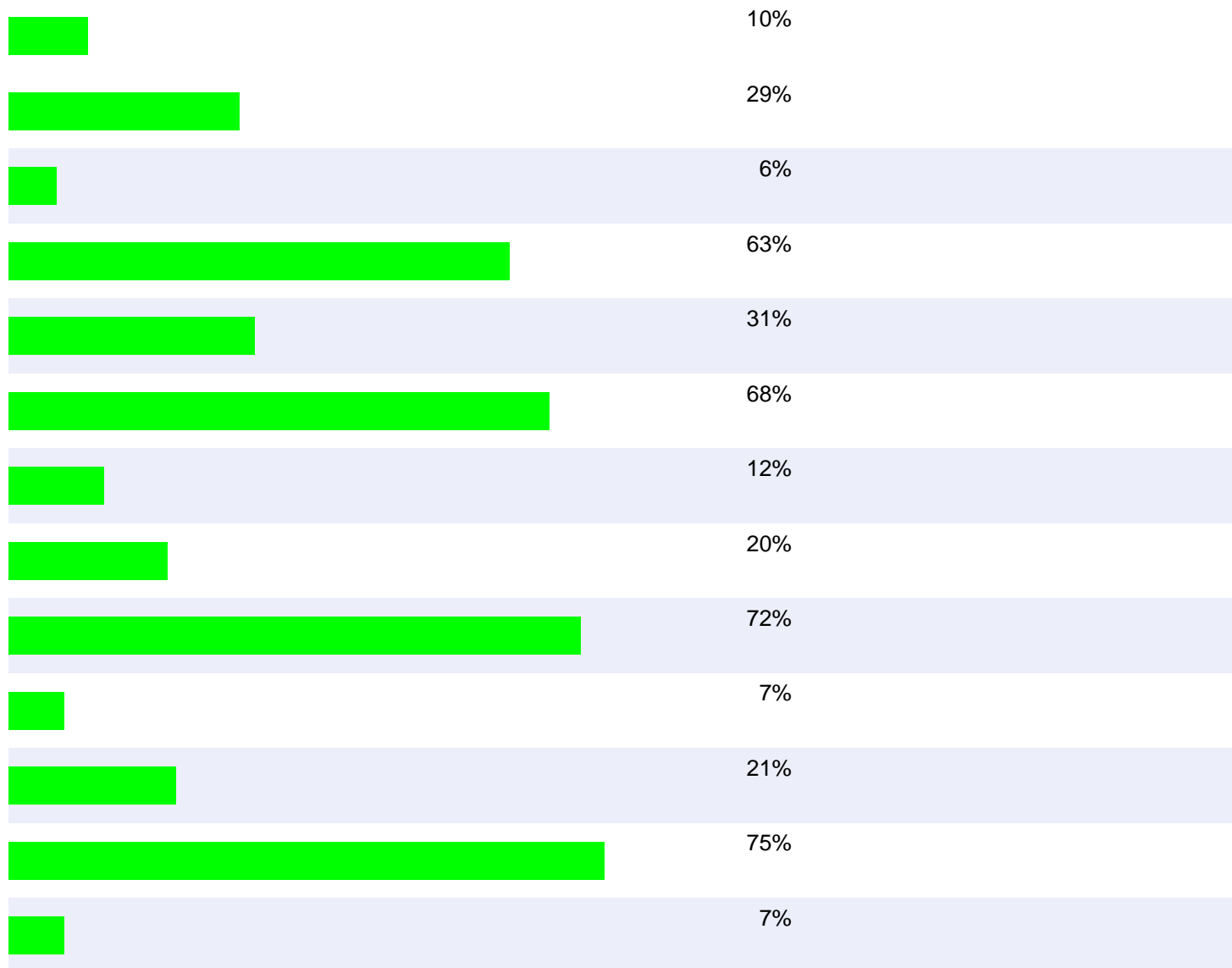
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

NV	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NV	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NV	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NV	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NV	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NV	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NV	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NV	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NV	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NV	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
NV	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NV	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NV	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

# HCAHPS - State

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

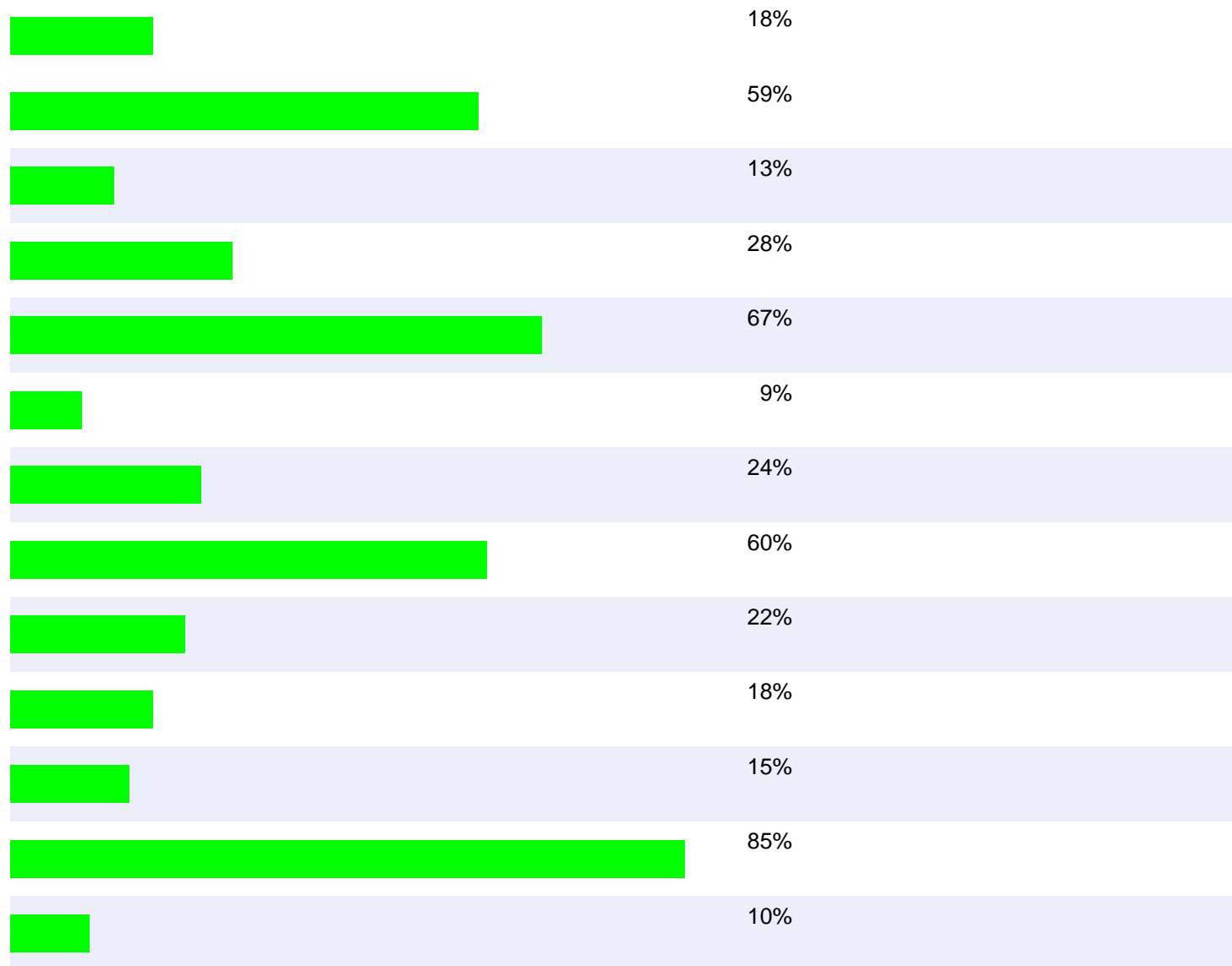
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NV	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NV	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NV	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NV	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NV	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NV	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NV	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NV	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
NY	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
NY	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
NY	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
NY	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
NY	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

# HCAHPS - State

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

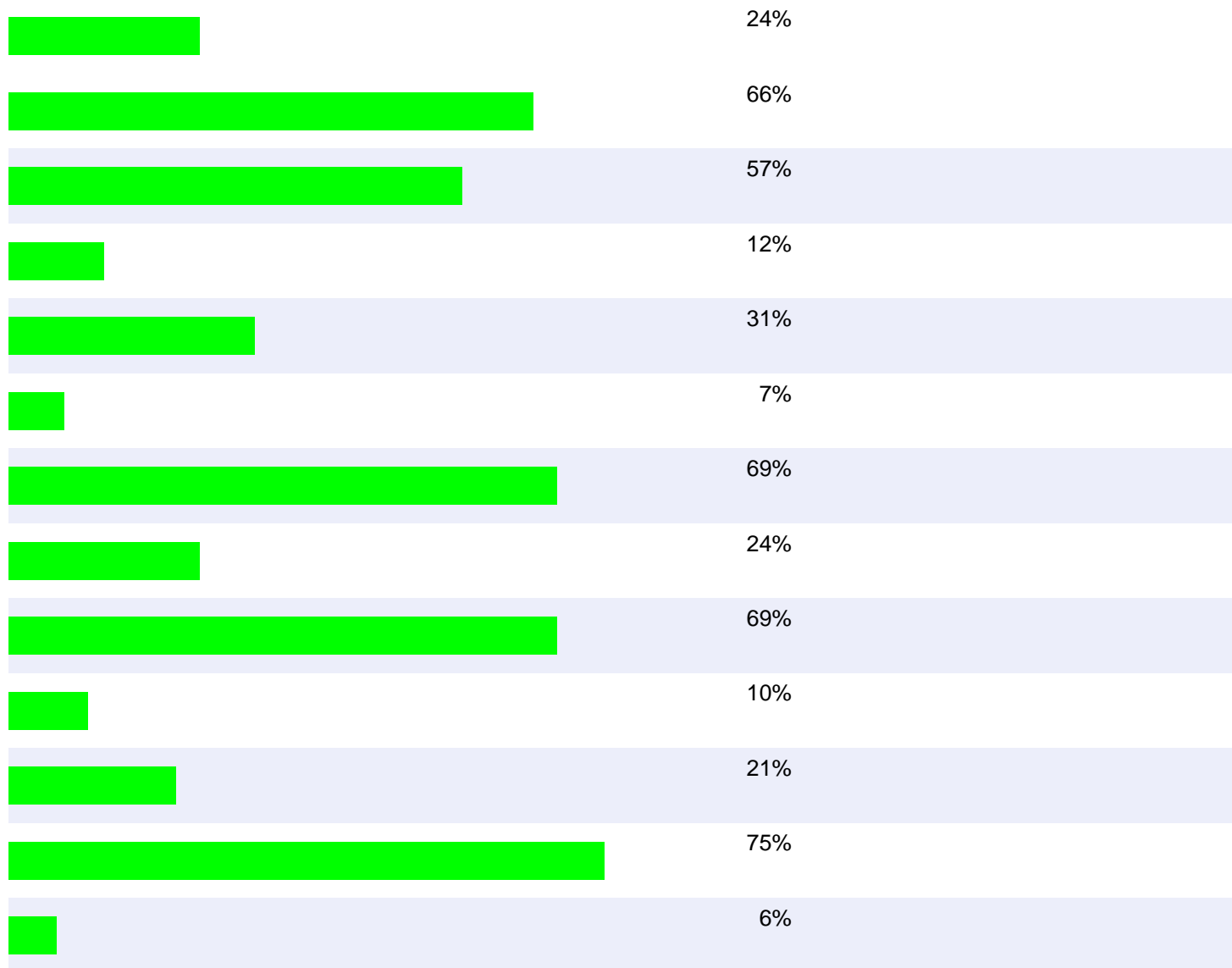
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

NY	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
NY	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
NY	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
NY	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
NY	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
NY	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
NY	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
NY	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
NY	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
NY	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
NY	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
NY	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
NY	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

# HCAHPS - State

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

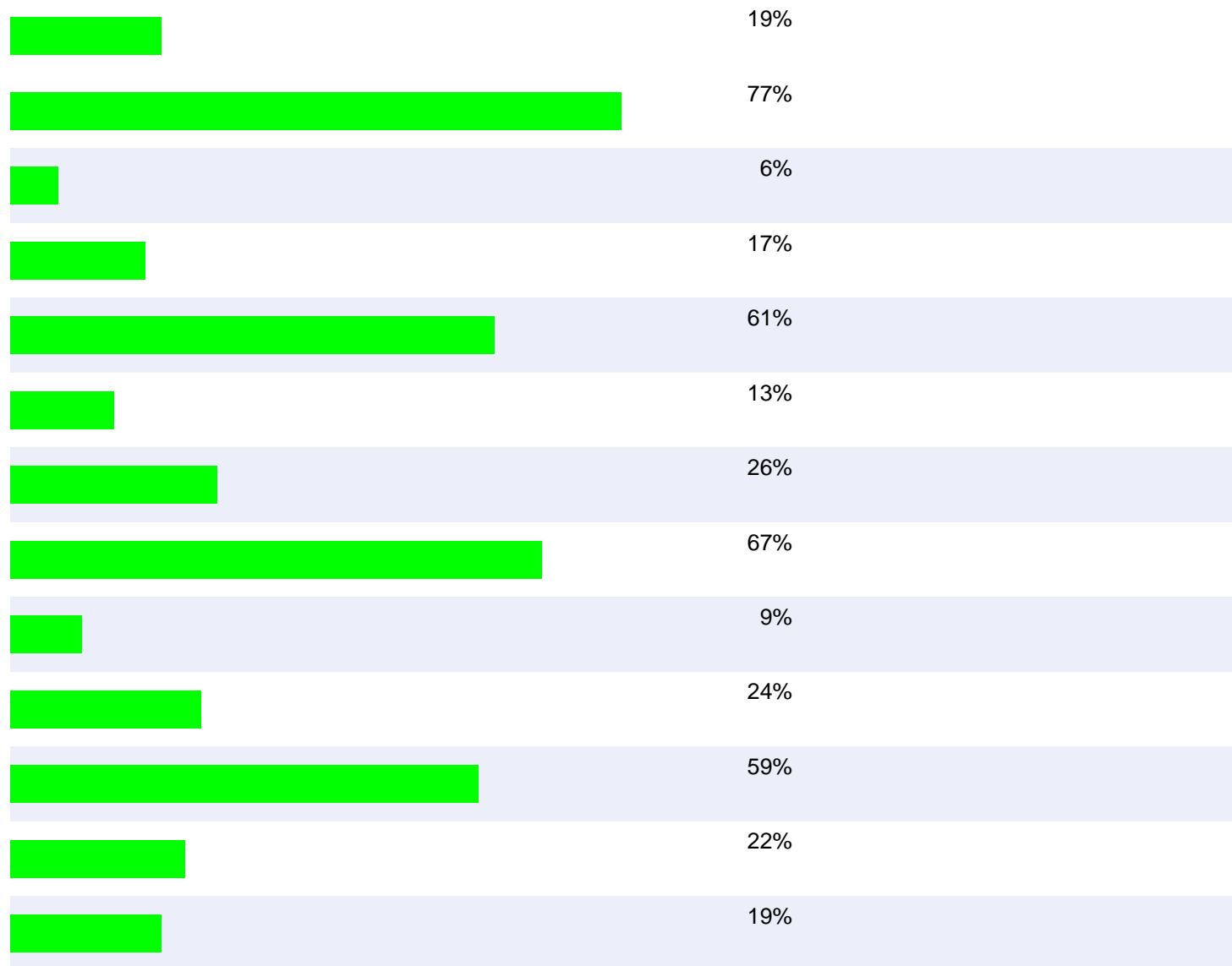
Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

NY	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
NY	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
NY	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
NY	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
NY	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
NY	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
NY	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
NY	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
NY	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
NY	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
NY	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
OH	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
OH	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

# HCAHPS - State

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

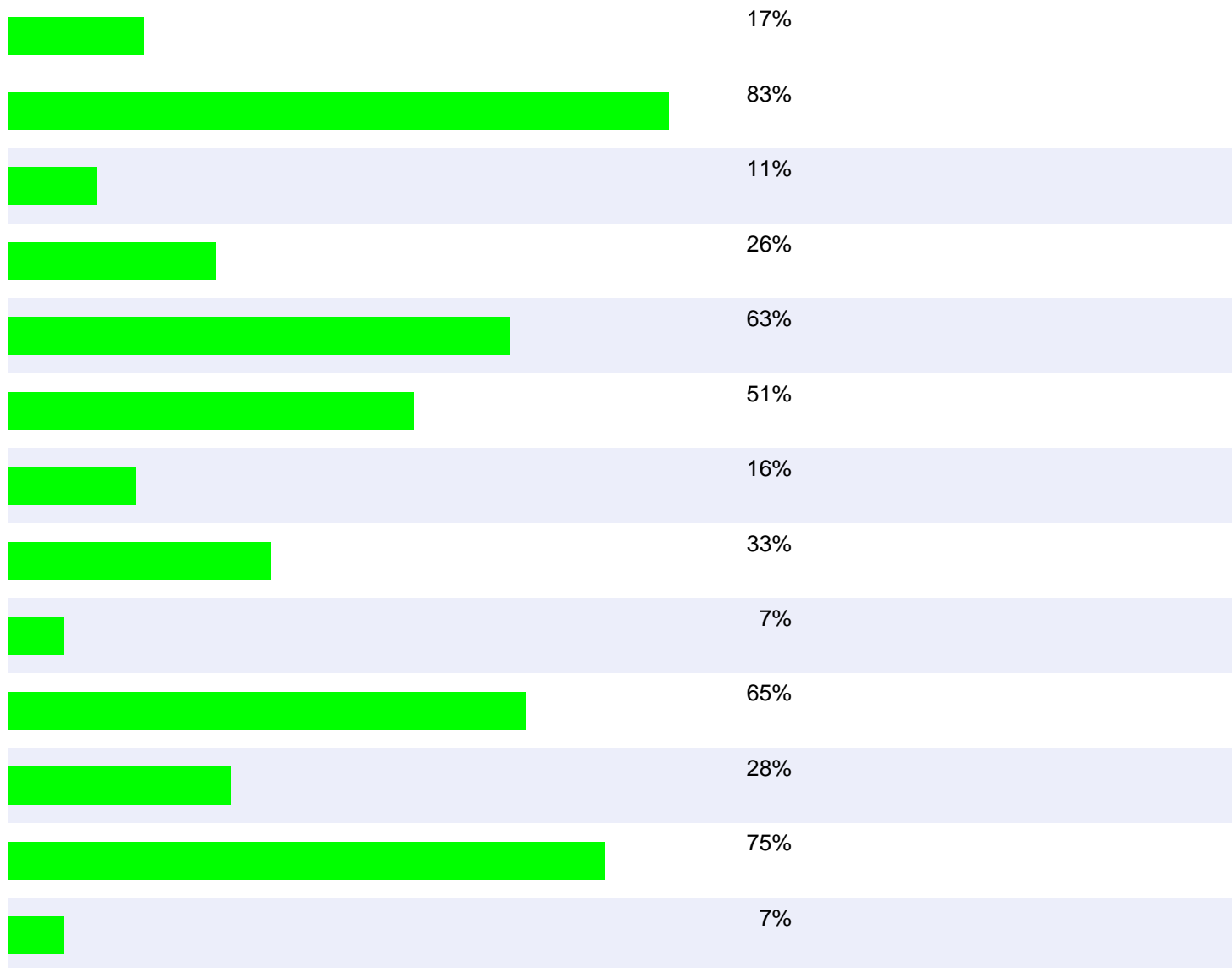
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

OH	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
OH	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
OH	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
OH	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
OH	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
OH	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
OH	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
OH	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
OH	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
OH	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
OH	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
OH	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
OH	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

# HCAHPS - State

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

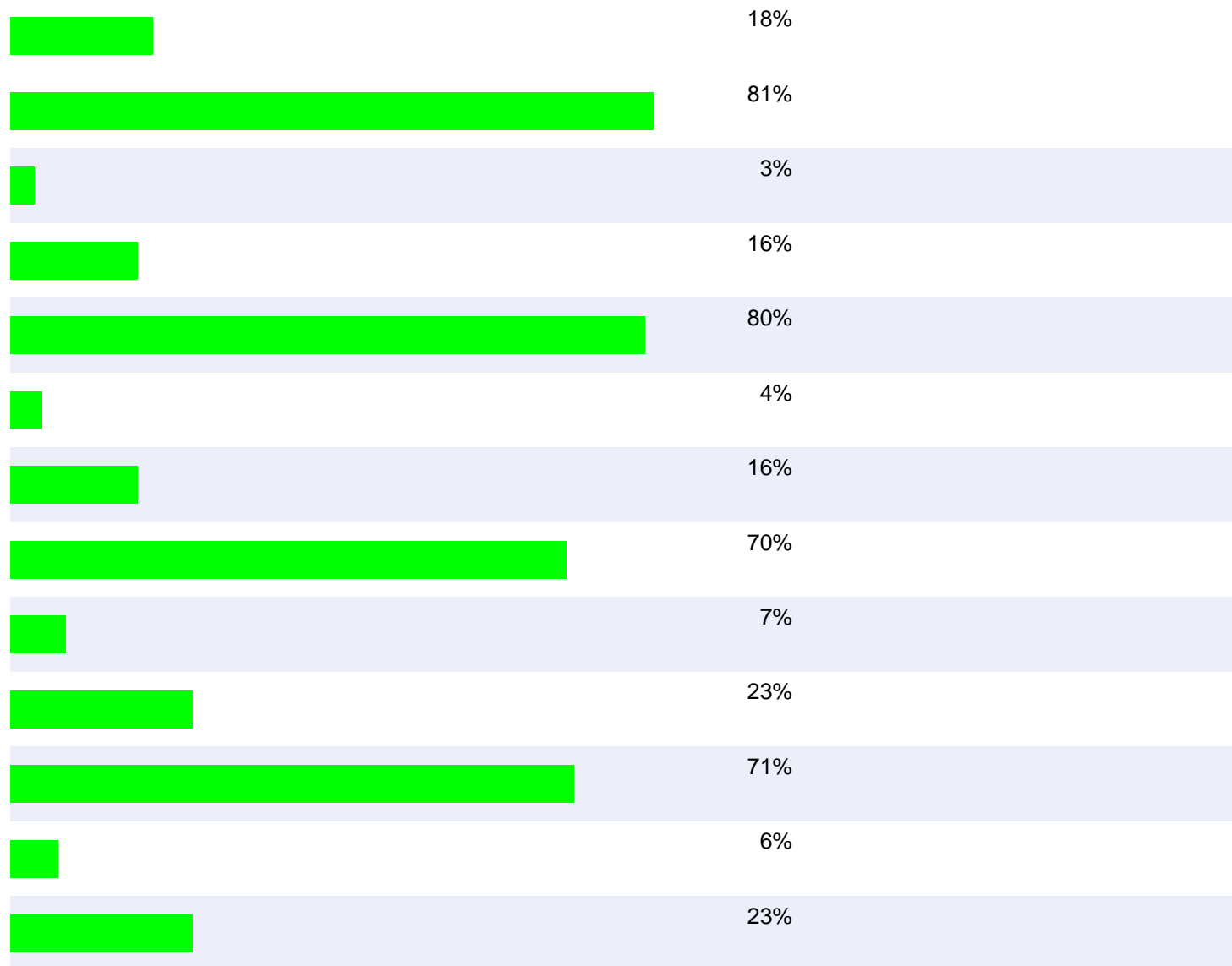
Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

OH	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
OH	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
OH	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
OH	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
OH	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
OH	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
OH	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
OH	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
OH	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
OH	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
OH	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
OH	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
OH	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

# HCAHPS - State

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

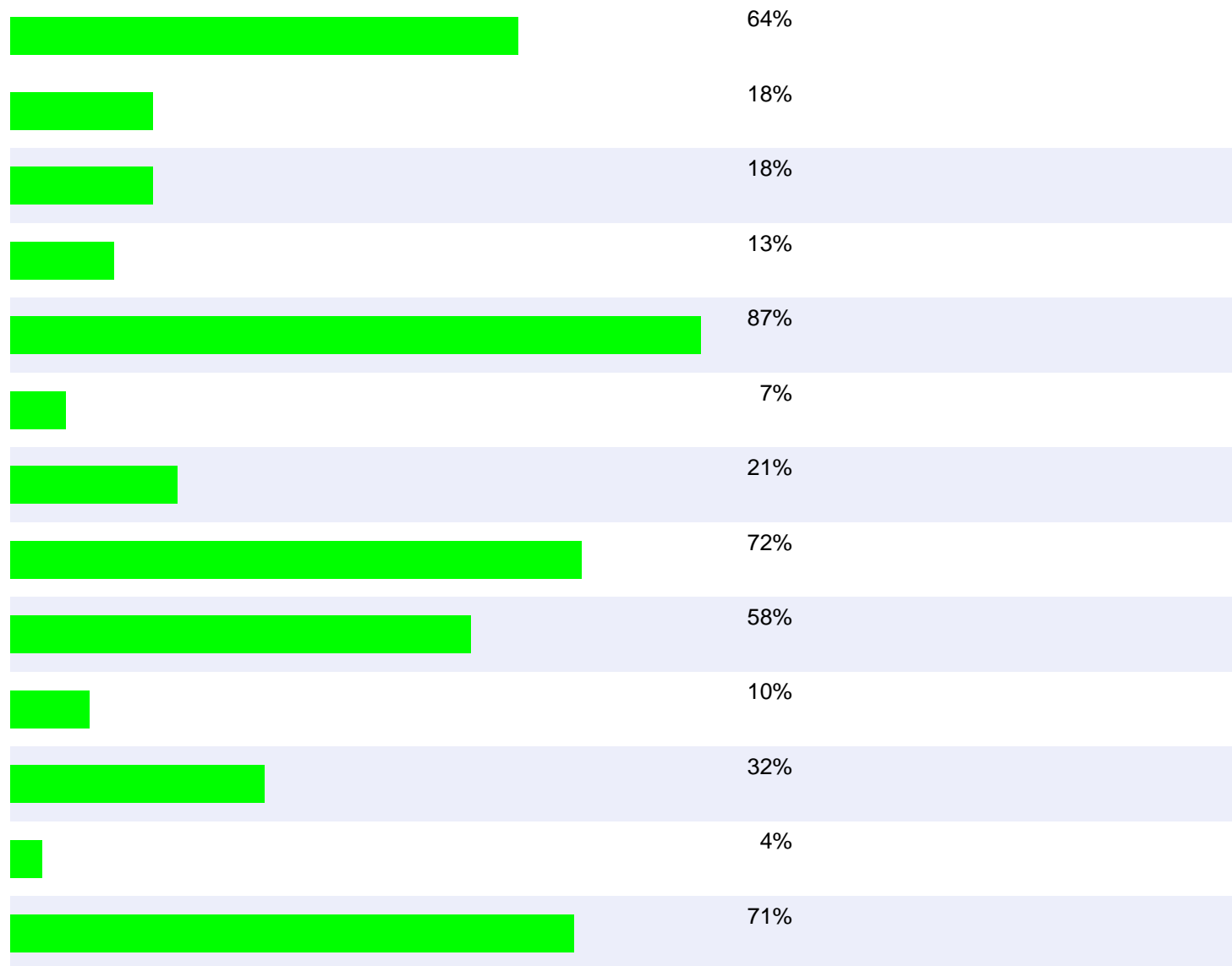
"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

OH	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
OK	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
OK	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
OK	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
OK	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
OK	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
OK	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
OK	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
OK	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
OK	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
OK	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
OK	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
OK	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

# HCAHPS - State

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

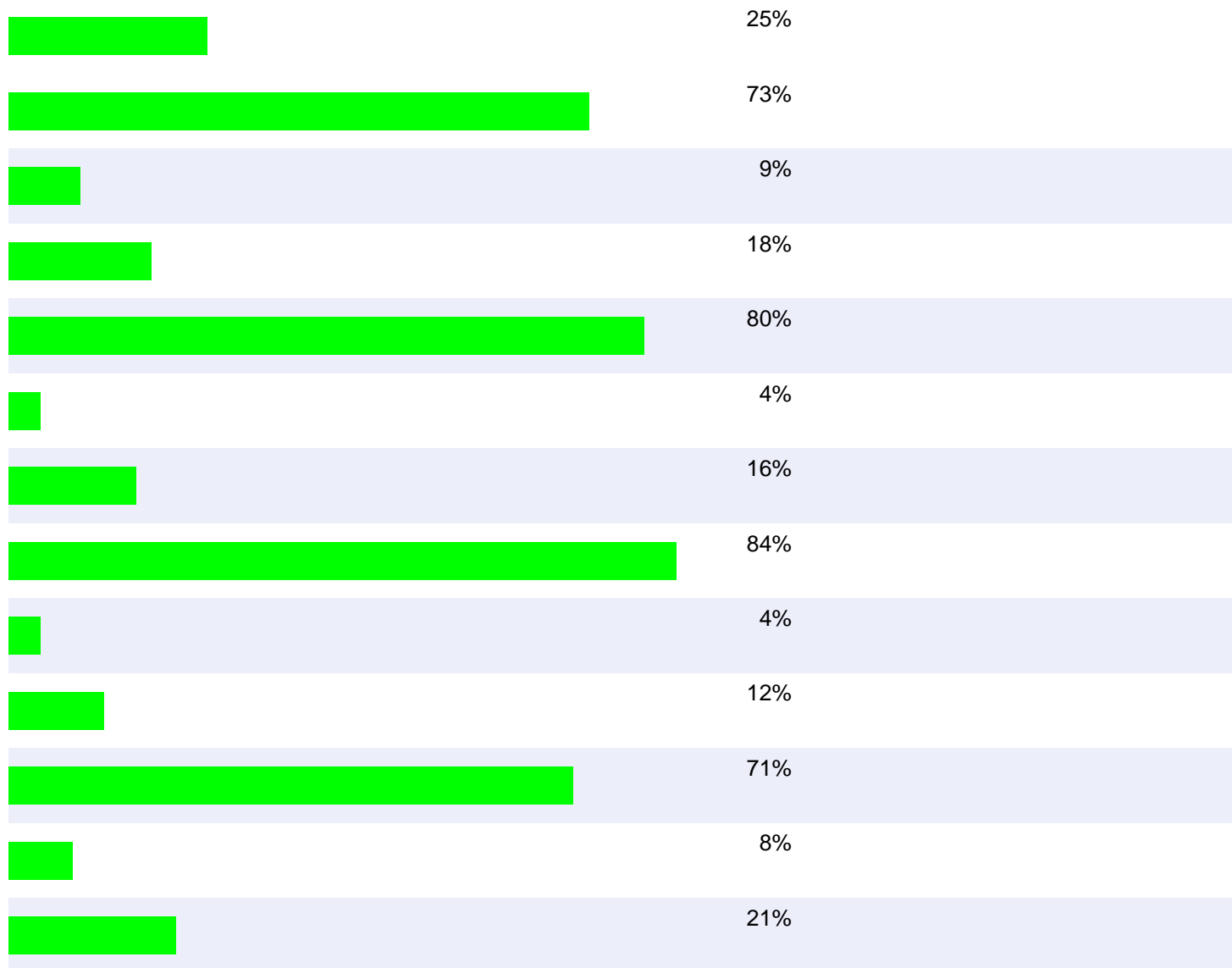
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

OK	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
OK	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
OK	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
OK	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
OK	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
OK	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
OK	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
OK	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
OK	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
OK	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
OK	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
OK	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
OK	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

# HCAHPS - State

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

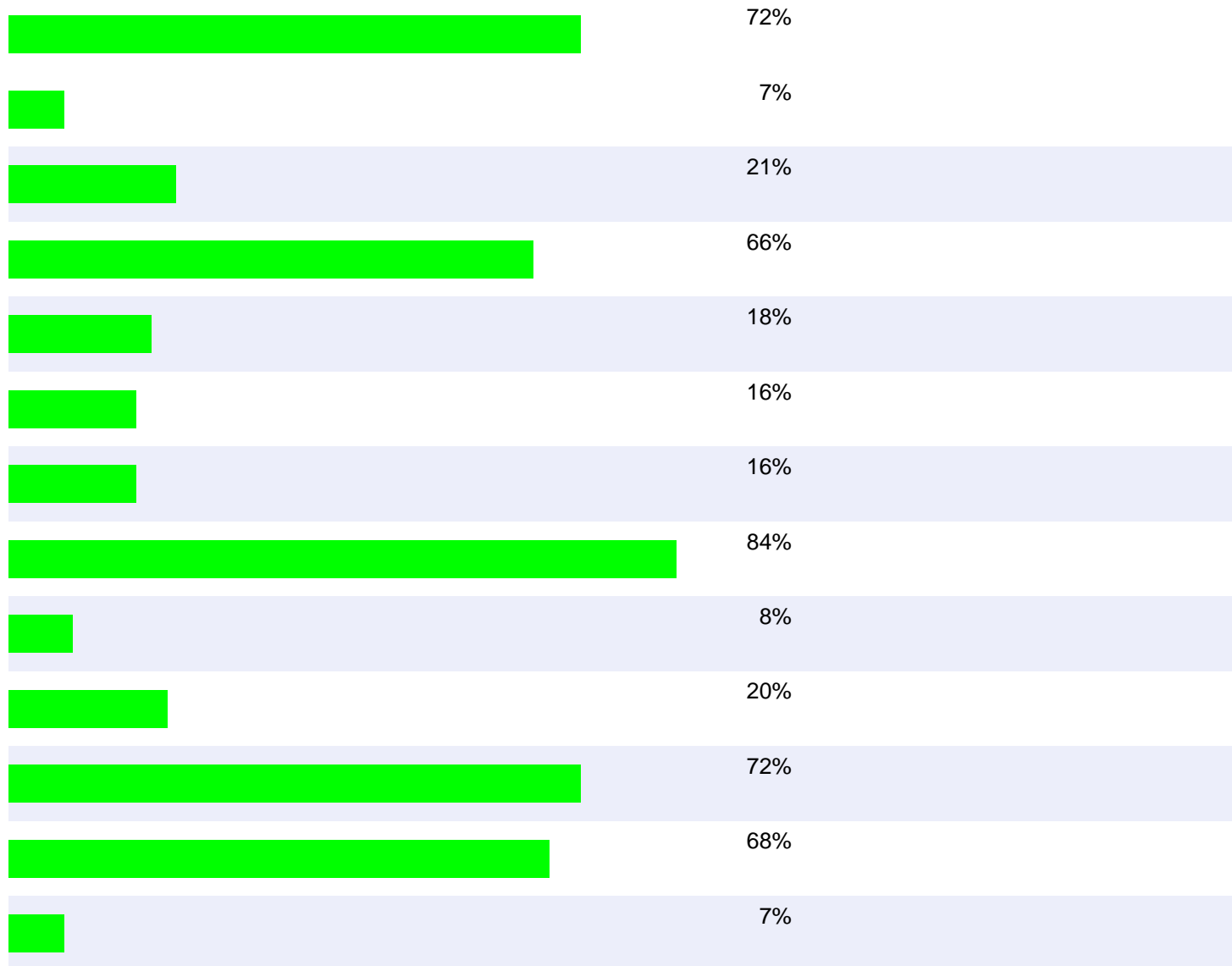
Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

OK	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
OK	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
OK	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
OK	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
OR	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
OR	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
OR	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
OR	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
OR	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
OR	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
OR	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
OR	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
OR	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

# HCAHPS - State

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

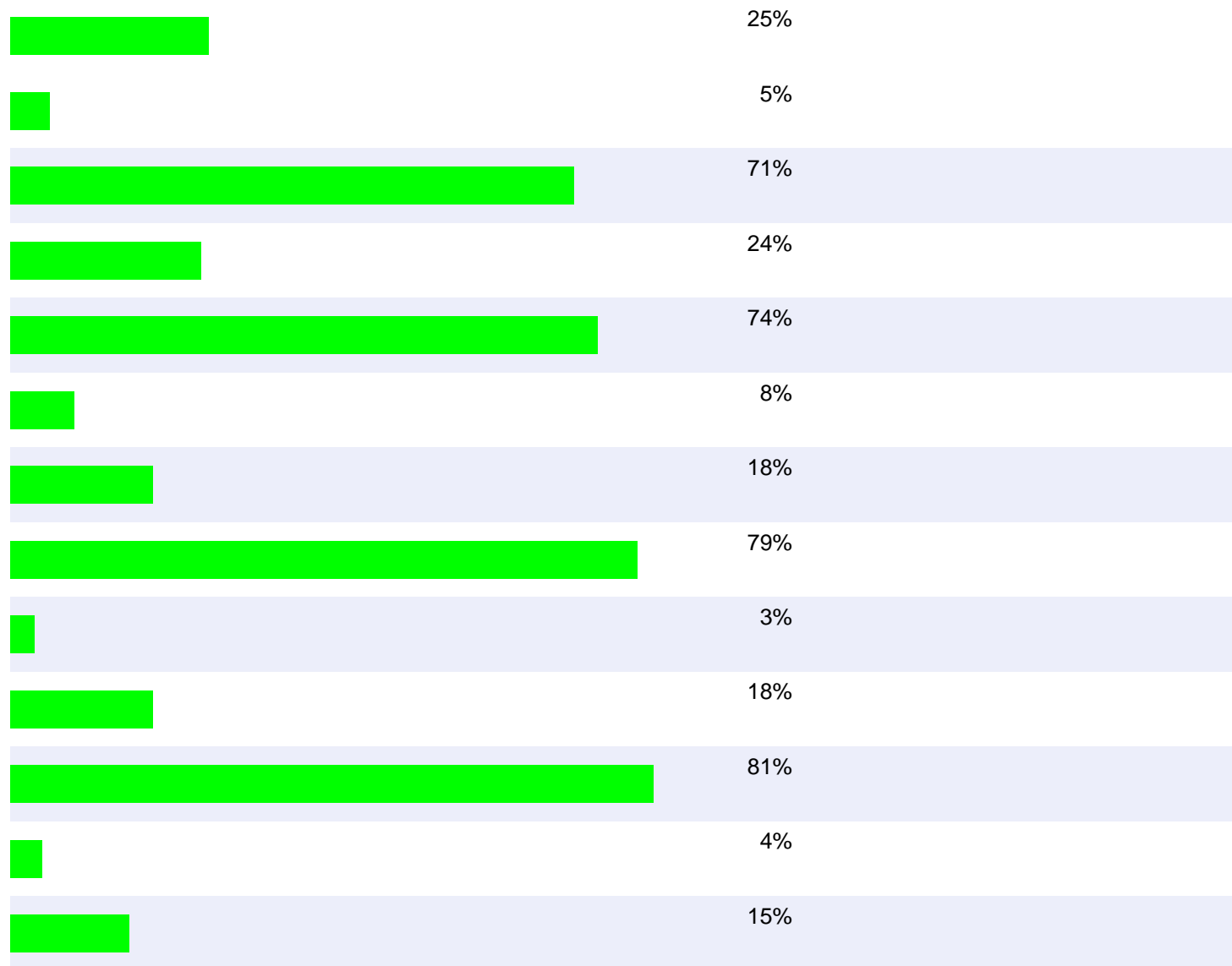
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

OR	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
OR	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
OR	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
OR	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
OR	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
OR	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
OR	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
OR	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
OR	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
OR	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
OR	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
OR	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
OR	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

# HCAHPS - State

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

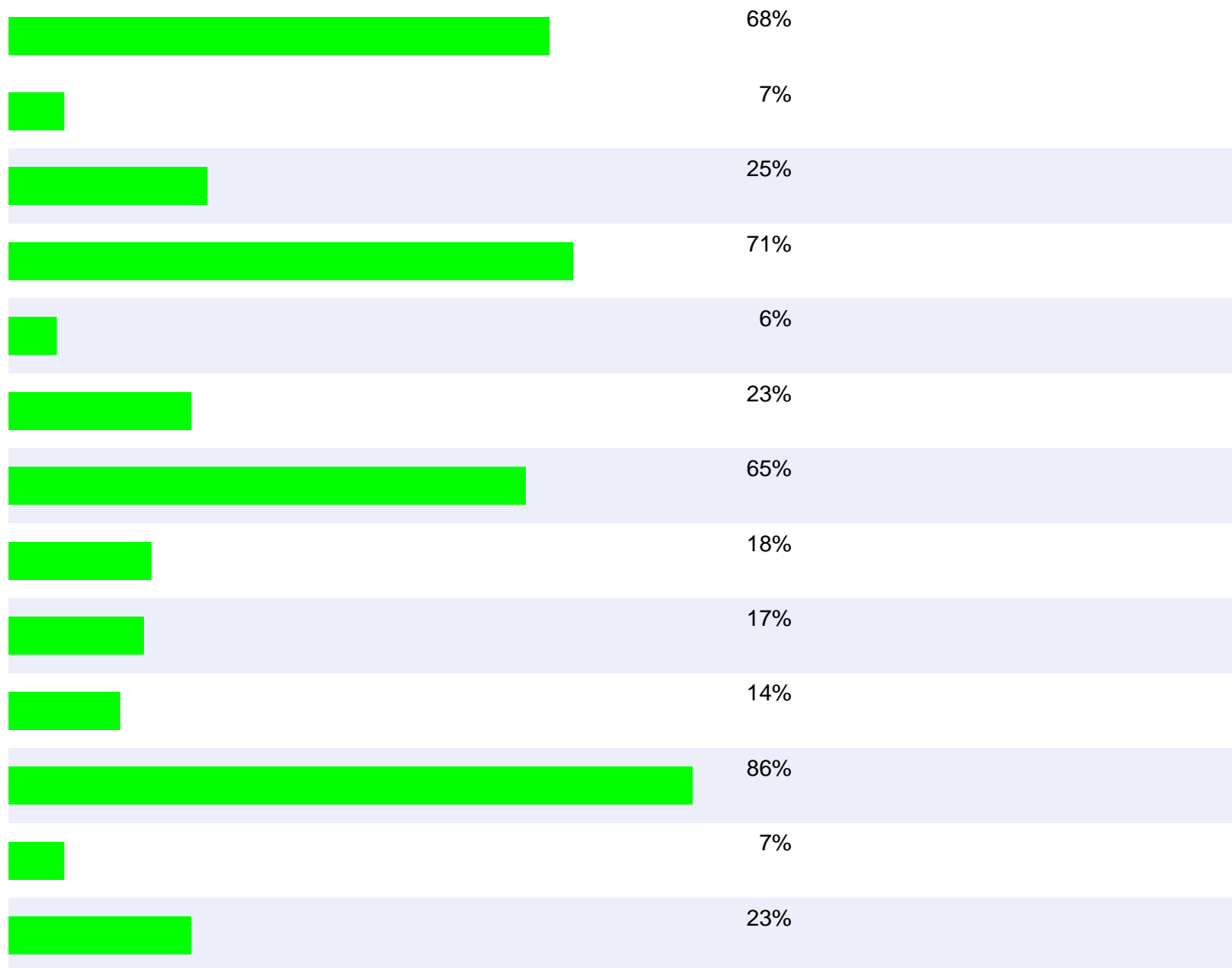
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

OR	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
OR	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
OR	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
OR	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
OR	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
OR	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
OR	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
PA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
PA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
PA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
PA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
PA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
PA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

# HCAHPS - State

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

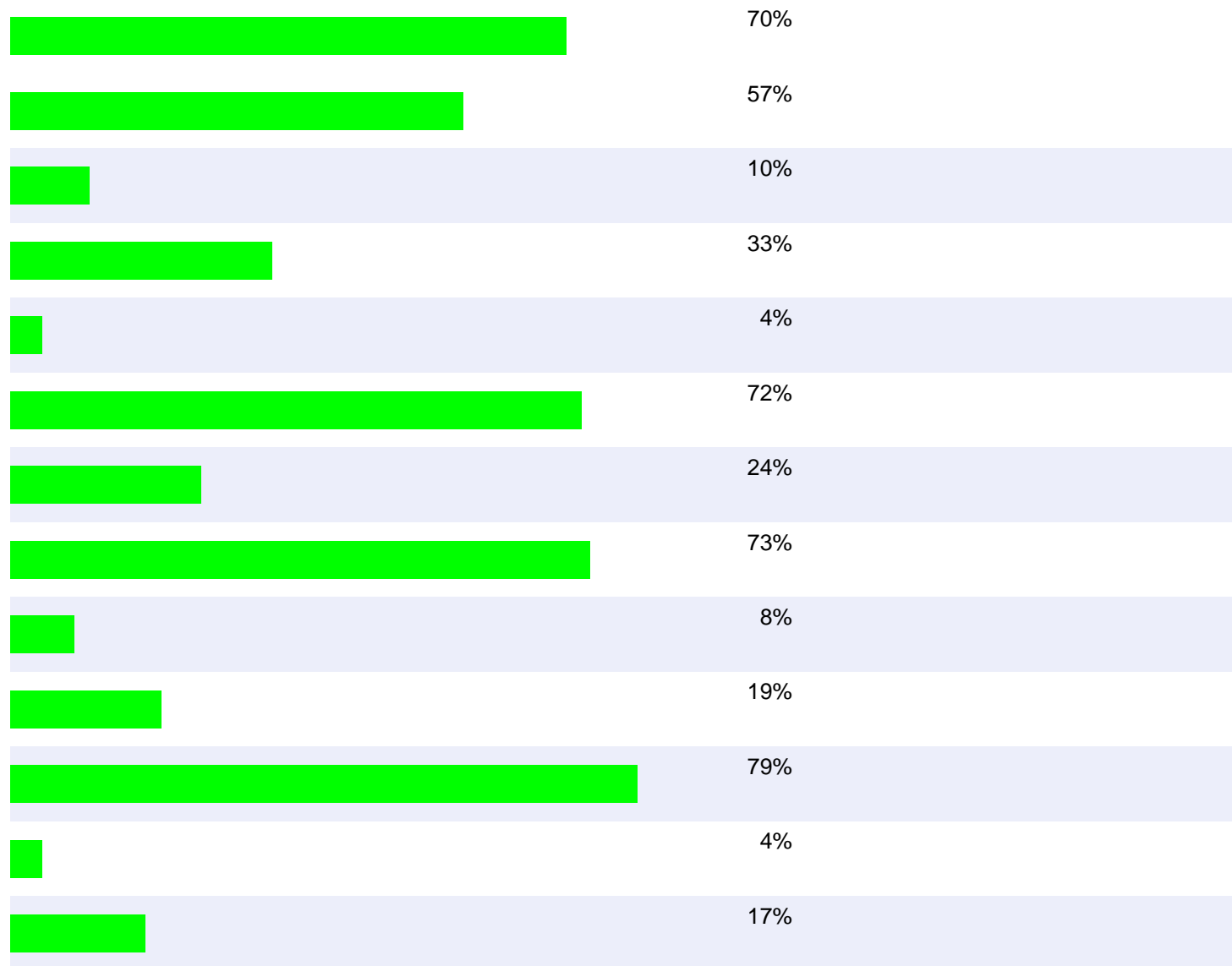
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

PA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
PA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
PA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
PA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
PA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
PA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
PA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
PA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
PA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
PA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
PA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
PA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
PA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

# HCAHPS - State

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

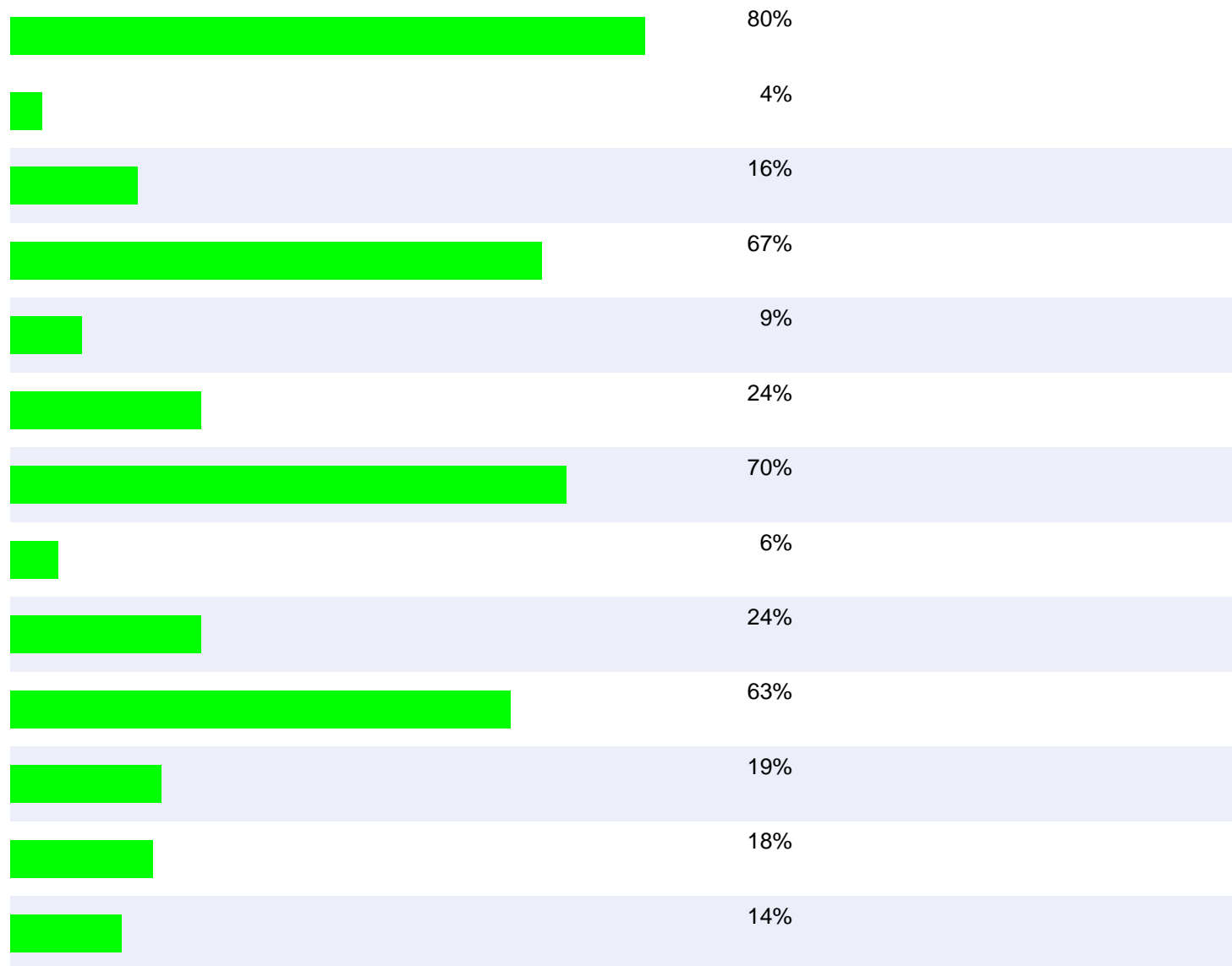
Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

PA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
PA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
PA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
PA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
PA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
PA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
PA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
PA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
PA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
PA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
PR	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
PR	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
PR	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

# HCAHPS - State

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

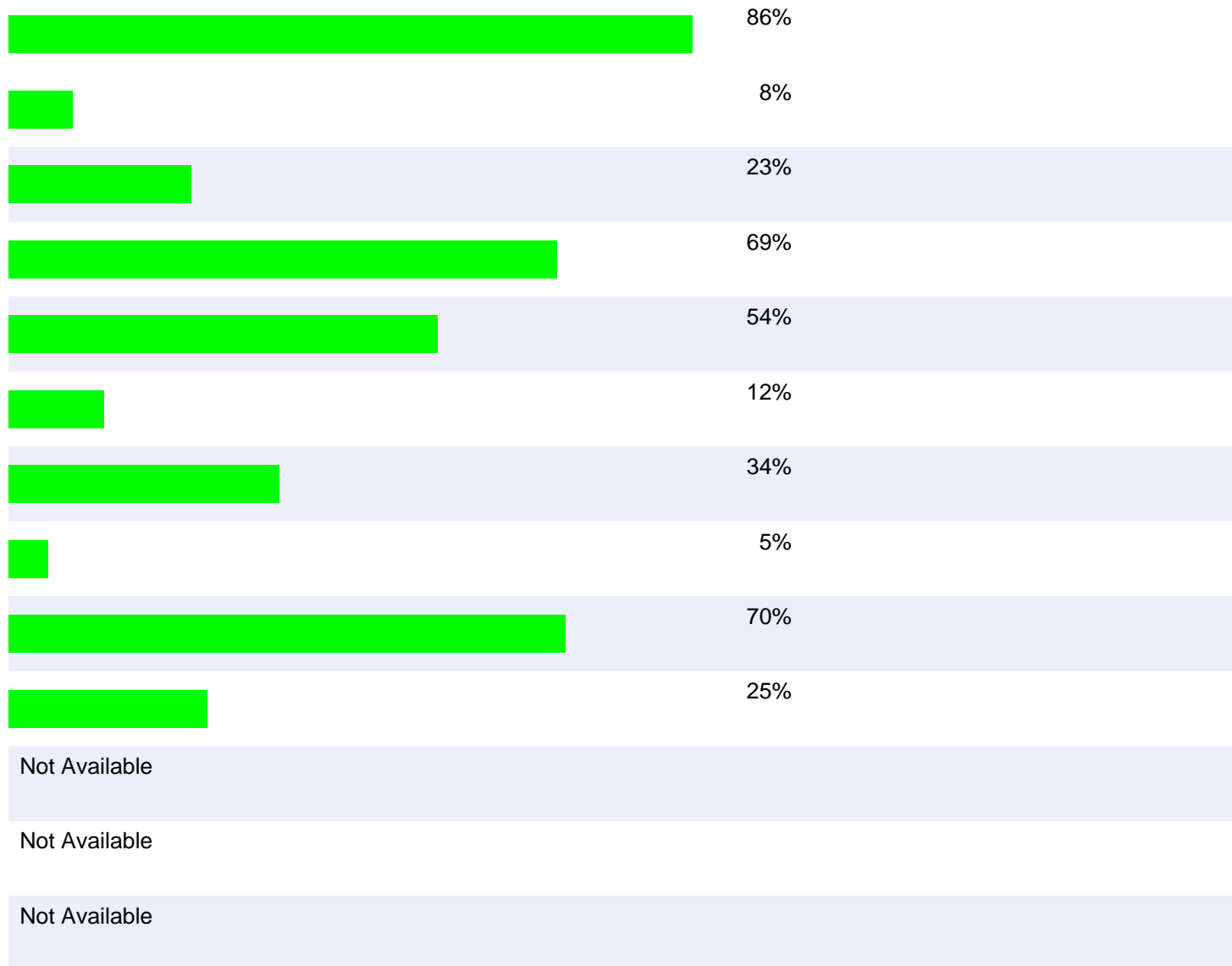
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

PR	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
PR	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
PR	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
PR	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
PR	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
PR	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
PR	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
PR	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
PR	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
PR	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
PR	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
PR	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
PR	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

# HCAHPS - State

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

PR	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
PR	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
PR	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
PR	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
PR	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
PR	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
PR	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
PR	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
PR	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
PR	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
PR	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
PR	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
PR	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

# HCAHPS - State

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

# HCAHPS - State

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

RI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
RI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
RI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
RI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
RI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
RI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
RI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
RI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
RI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
RI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
RI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
RI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
RI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P

# HCAHPS - State

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

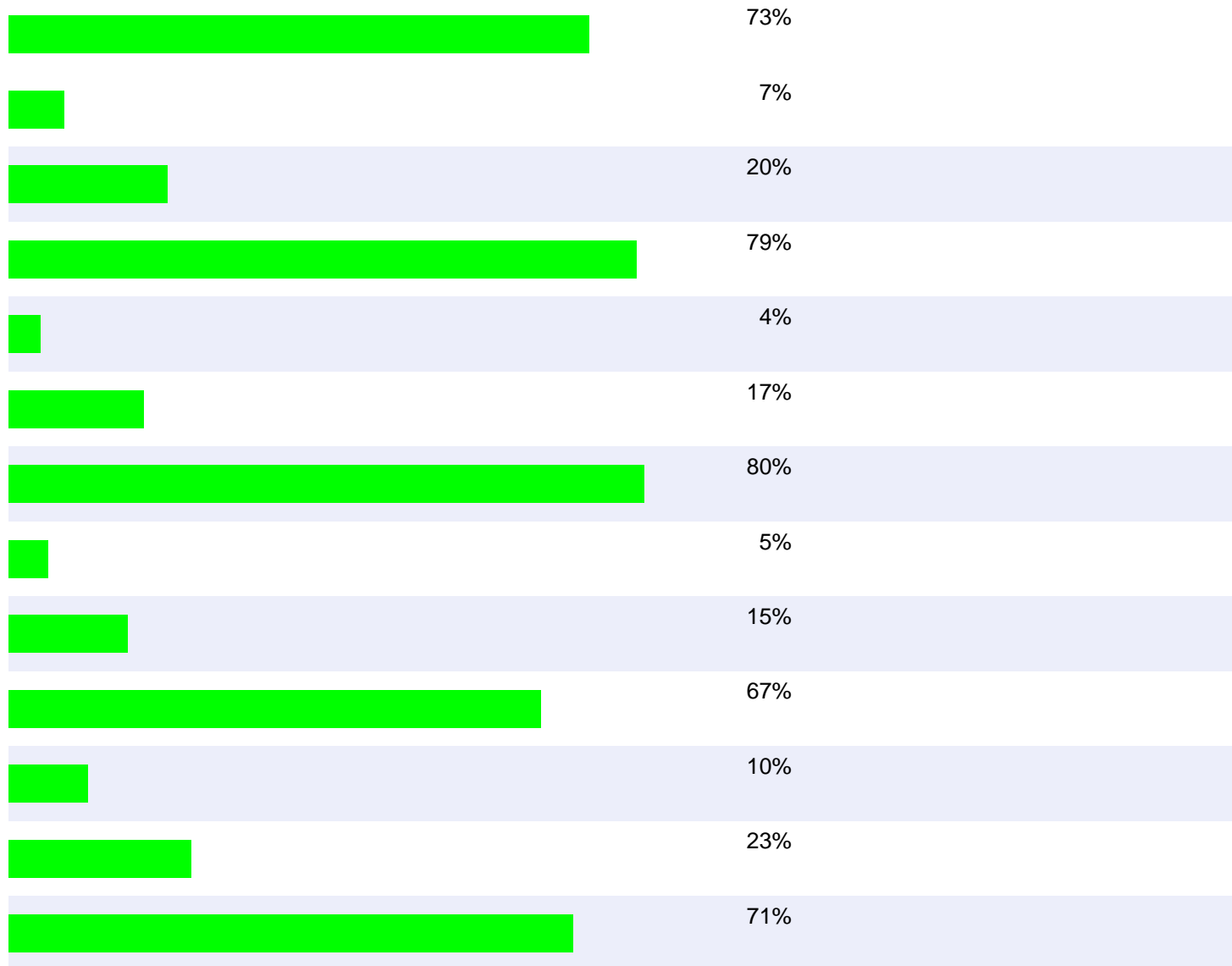
Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

RI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
RI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
RI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
RI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
RI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
RI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
RI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
RI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
RI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
RI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
RI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
RI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
RI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P

# HCAHPS - State

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

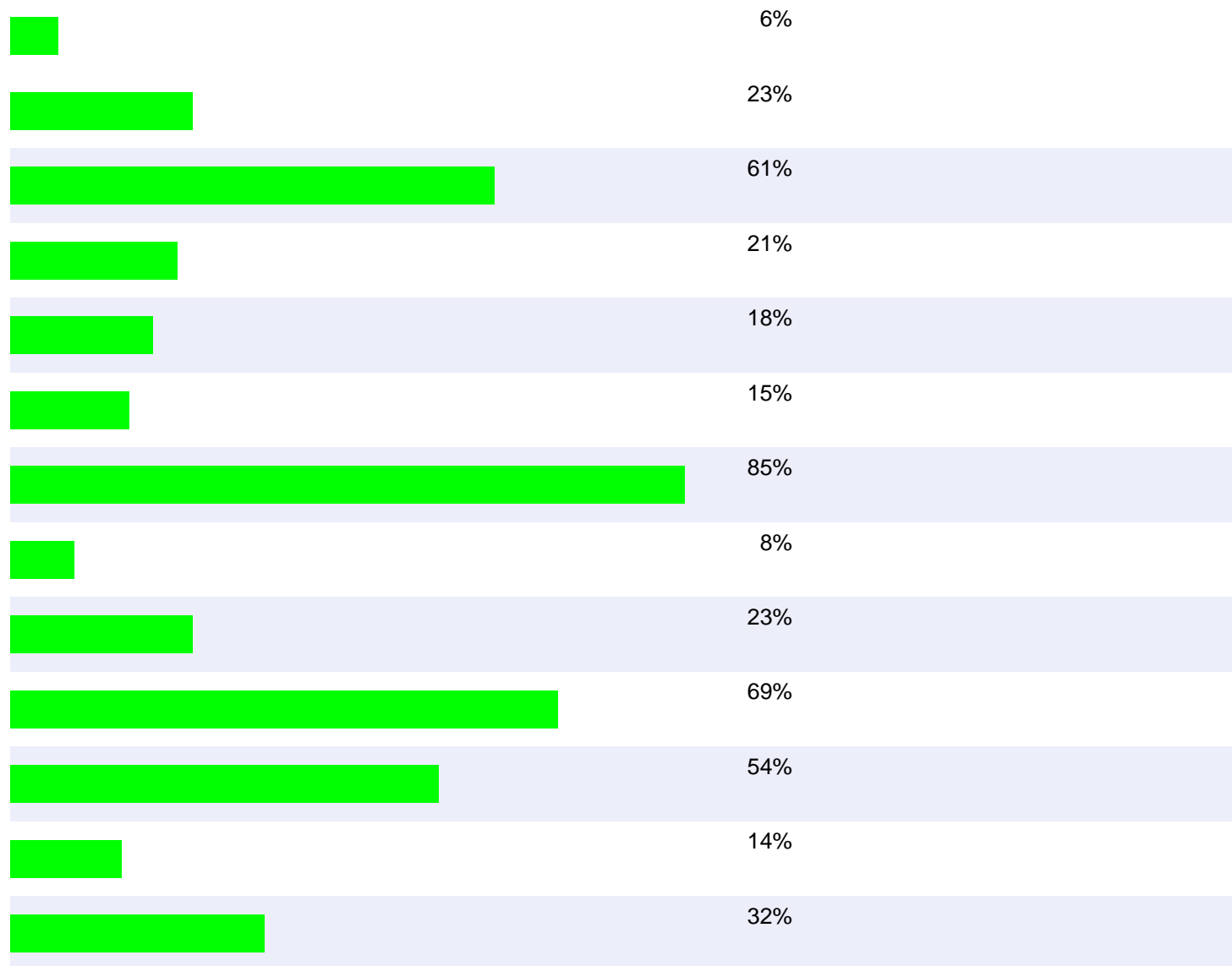
Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

RI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
RI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
RI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
SC	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
SC	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
SC	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
SC	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
SC	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
SC	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
SC	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
SC	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
SC	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
SC	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P

# HCAHPS - State

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

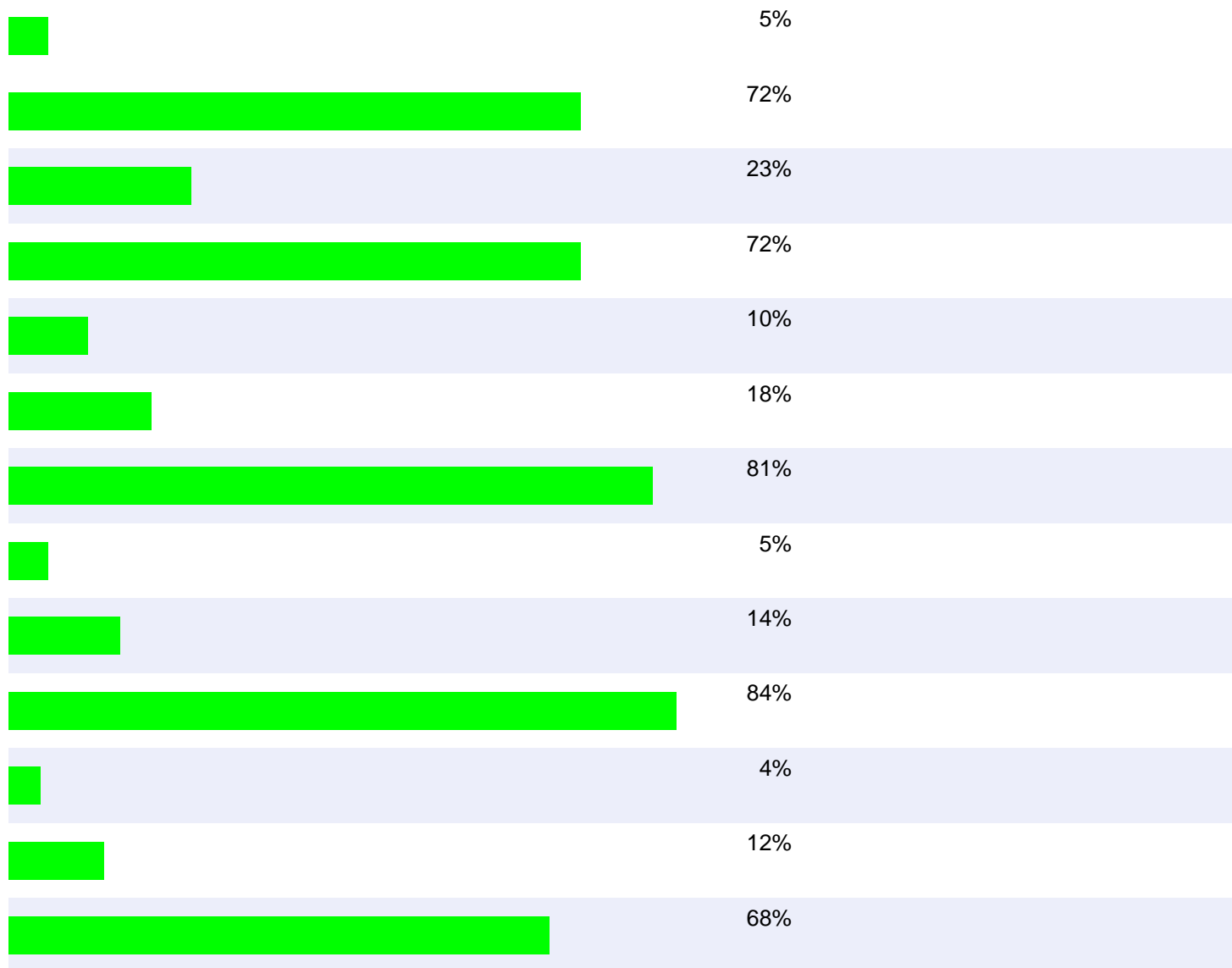
Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

SC	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
SC	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
SC	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
SC	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
SC	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
SC	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
SC	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
SC	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
SC	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
SC	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
SC	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
SC	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
SC	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10

# HCAHPS - State

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

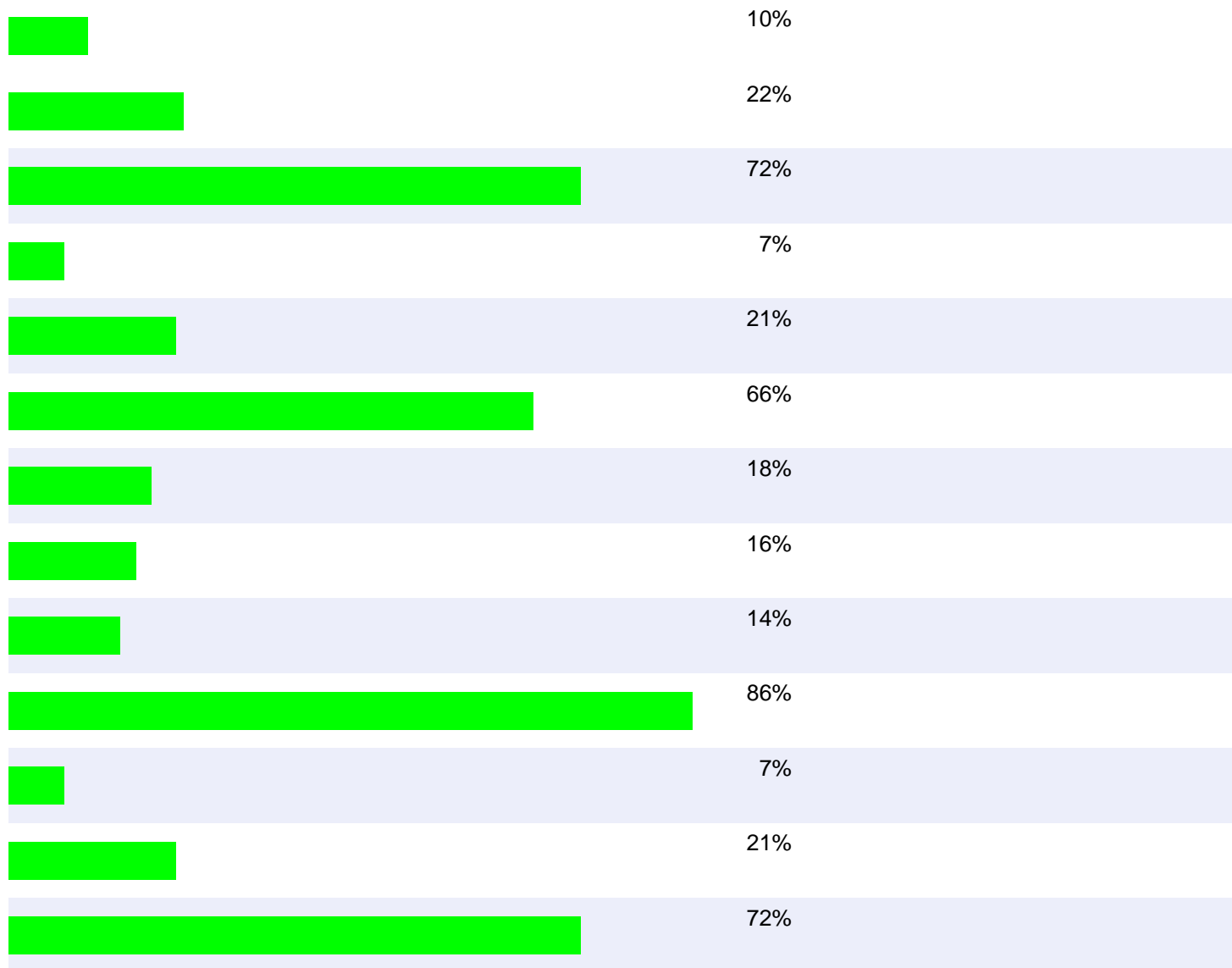
Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

SC	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
SC	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
SC	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
SC	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
SC	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
SC	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
SD	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
SD	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
SD	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
SD	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
SD	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
SD	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
SD	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P

# HCAHPS - State

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

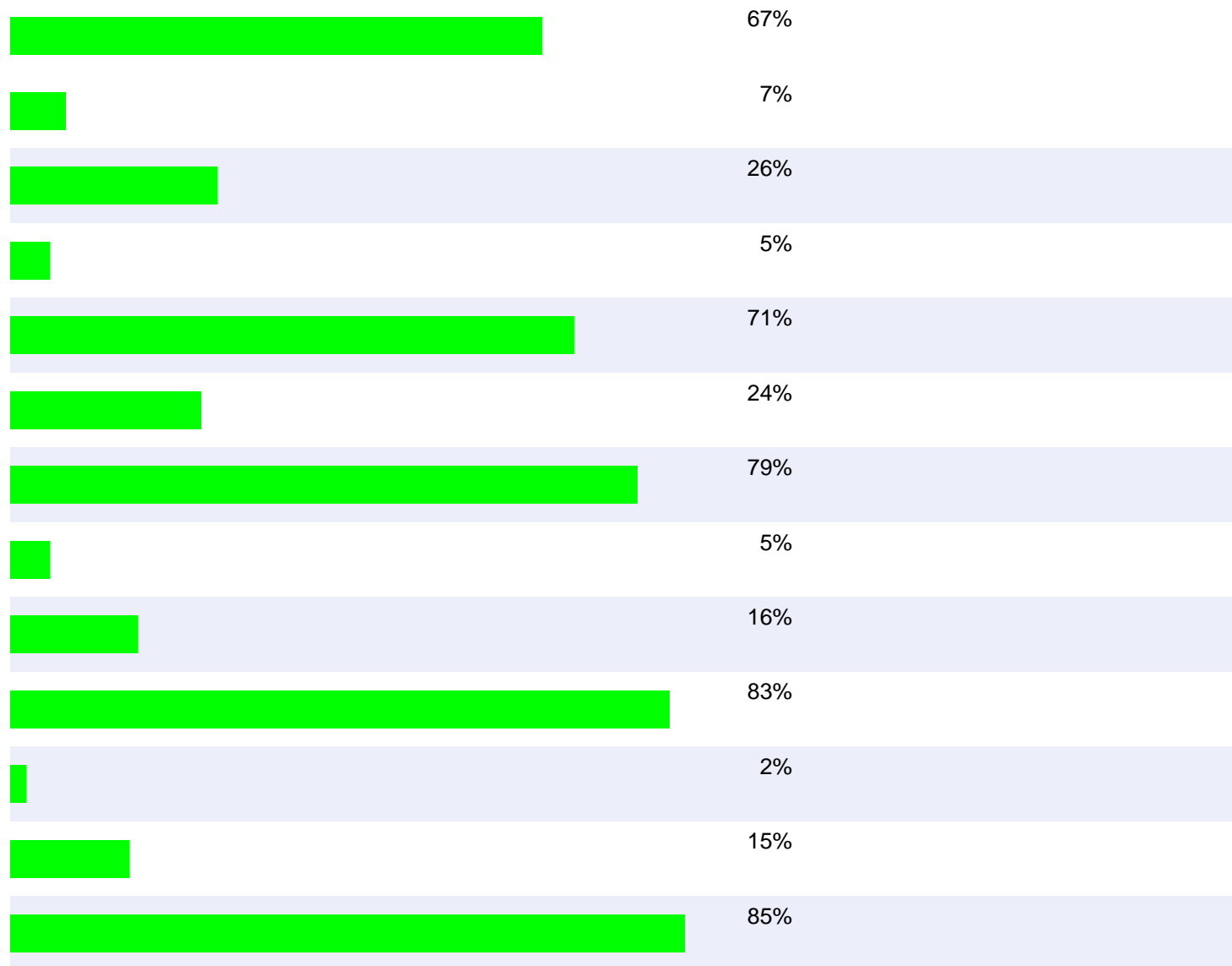
Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

SD	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
SD	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
SD	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
SD	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
SD	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
SD	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
SD	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
SD	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
SD	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
SD	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
SD	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
SD	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
SD	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P

# HCAHPS - State

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

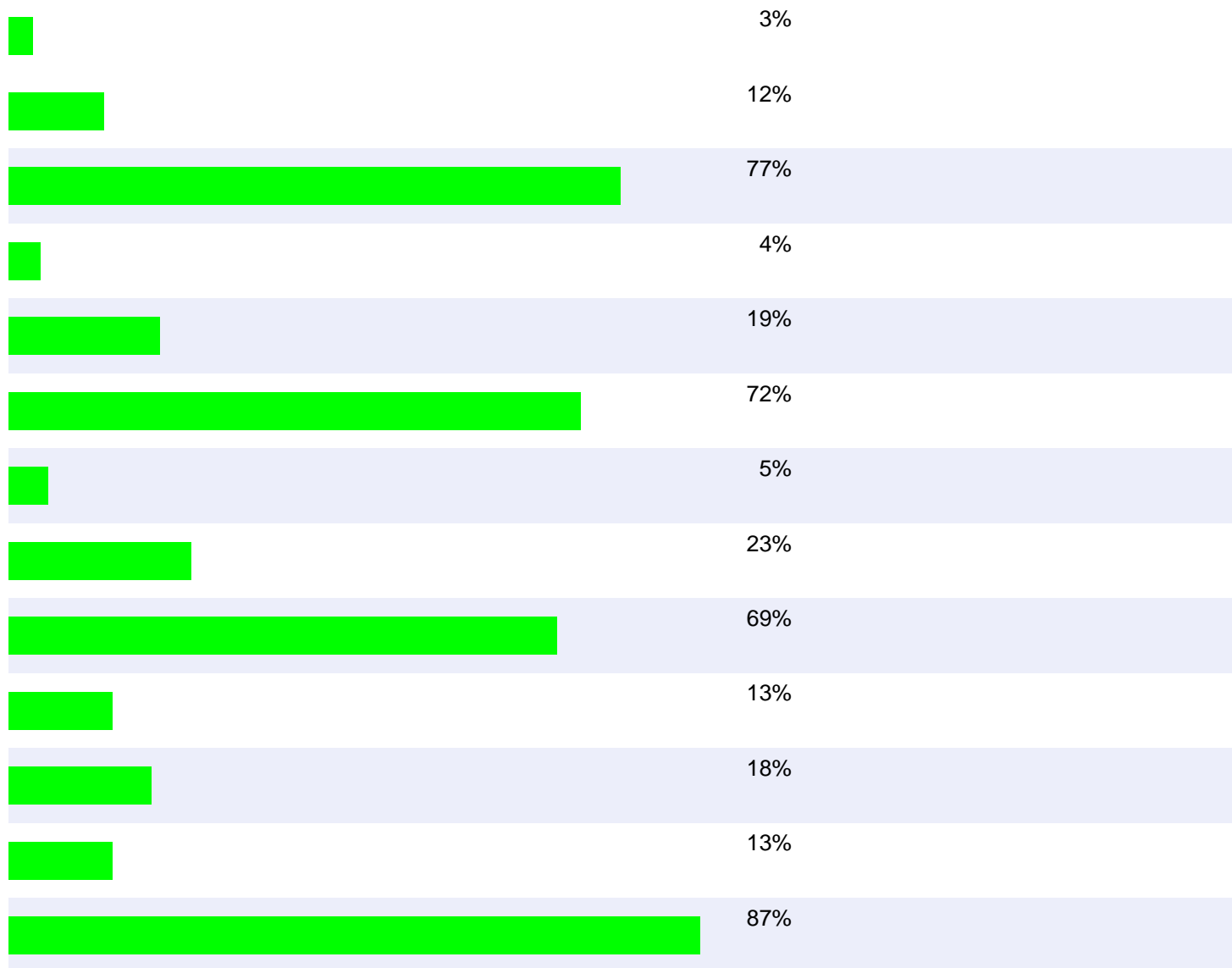
Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

SD	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
SD	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
SD	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
SD	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
SD	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
SD	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
SD	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
SD	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
SD	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
TN	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
TN	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
TN	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
TN	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P

# HCAHPS - State

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

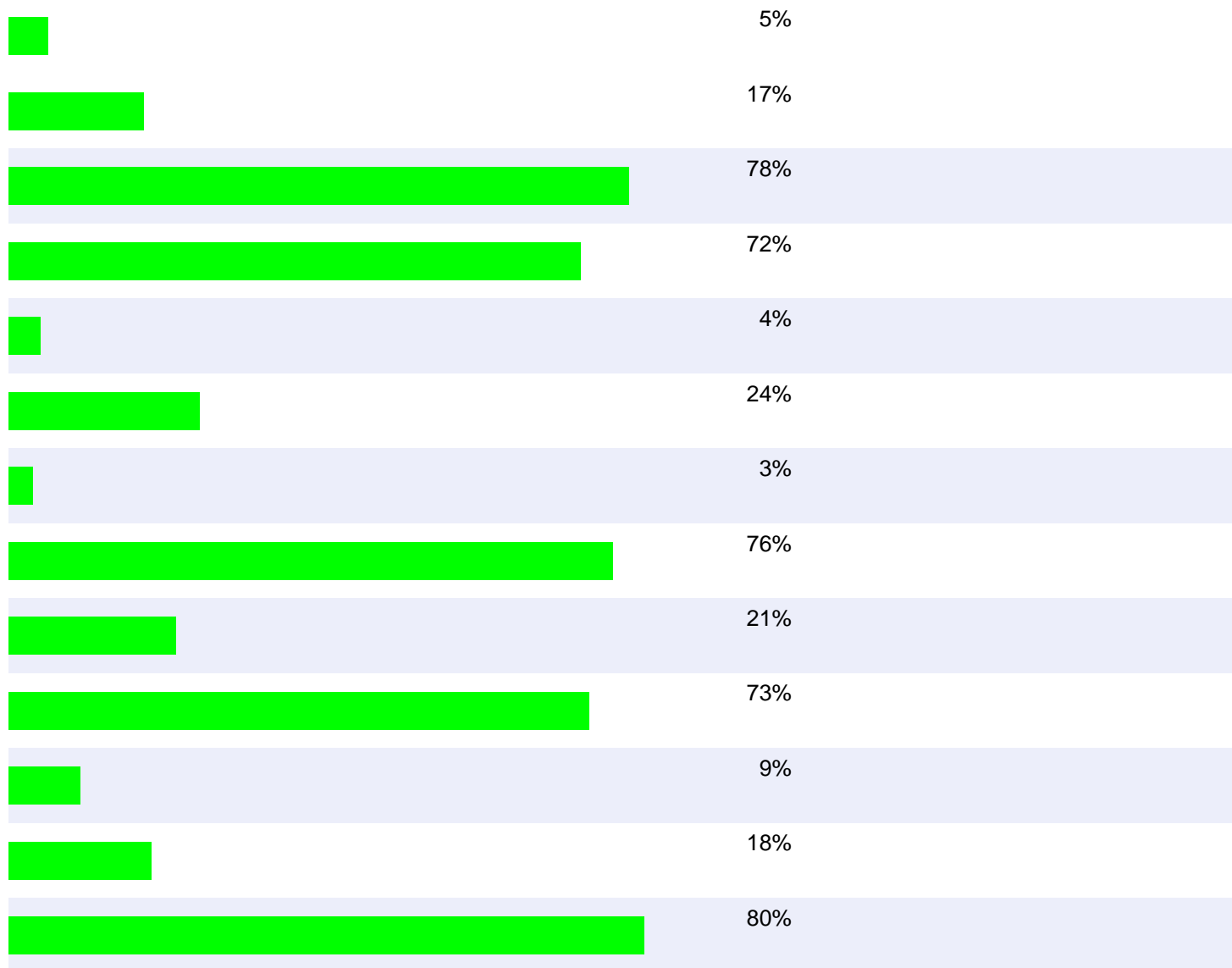
Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

TN	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
TN	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
TN	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
TN	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
TN	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
TN	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
TN	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
TN	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
TN	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
TN	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
TN	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
TN	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
TN	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P

# HCAHPS - State

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

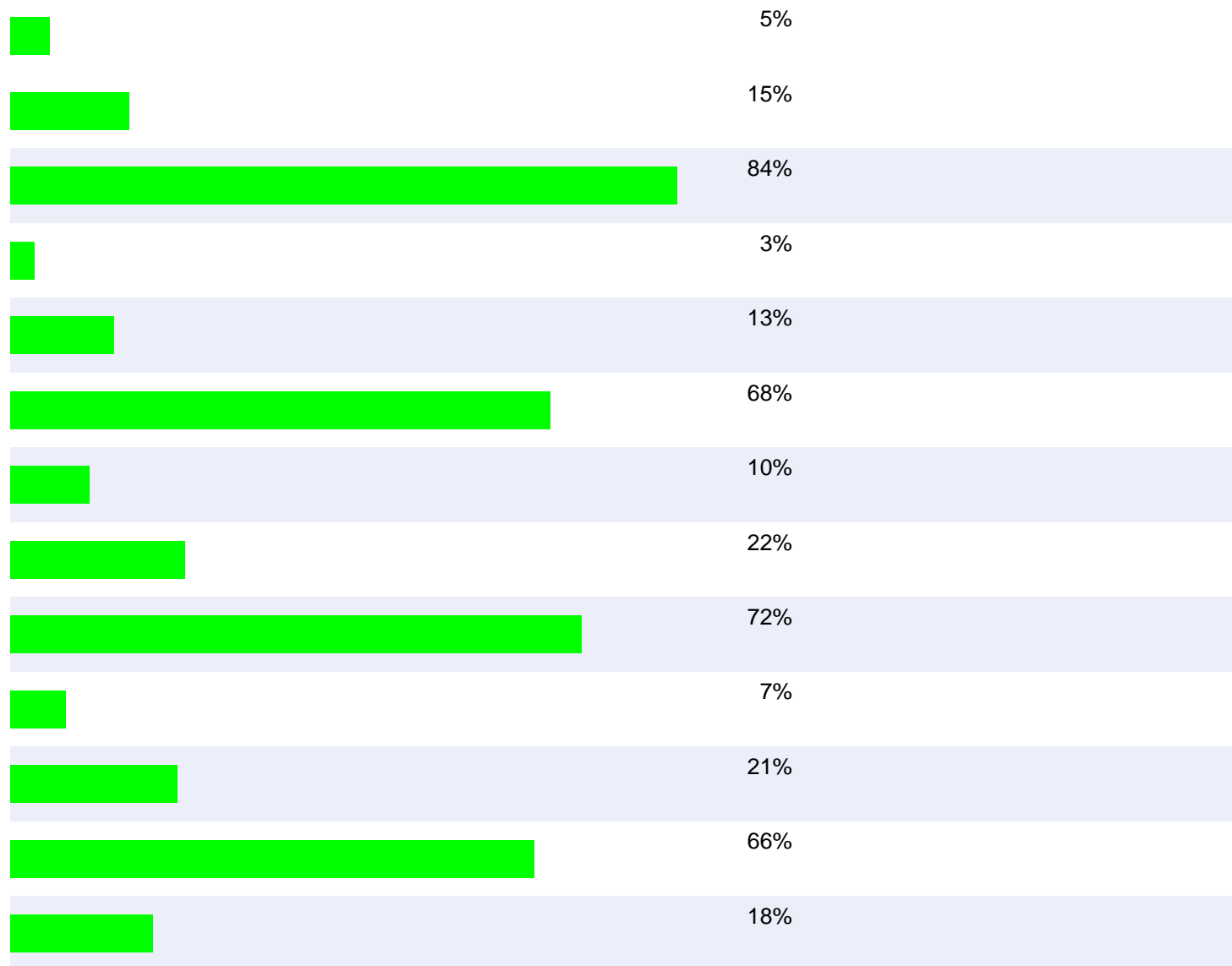
Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

TN	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
TN	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
TN	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
TN	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
TN	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
TN	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
TN	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
TN	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
TN	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
TN	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
TN	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
TN	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
TX	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P

# HCAHPS - State

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

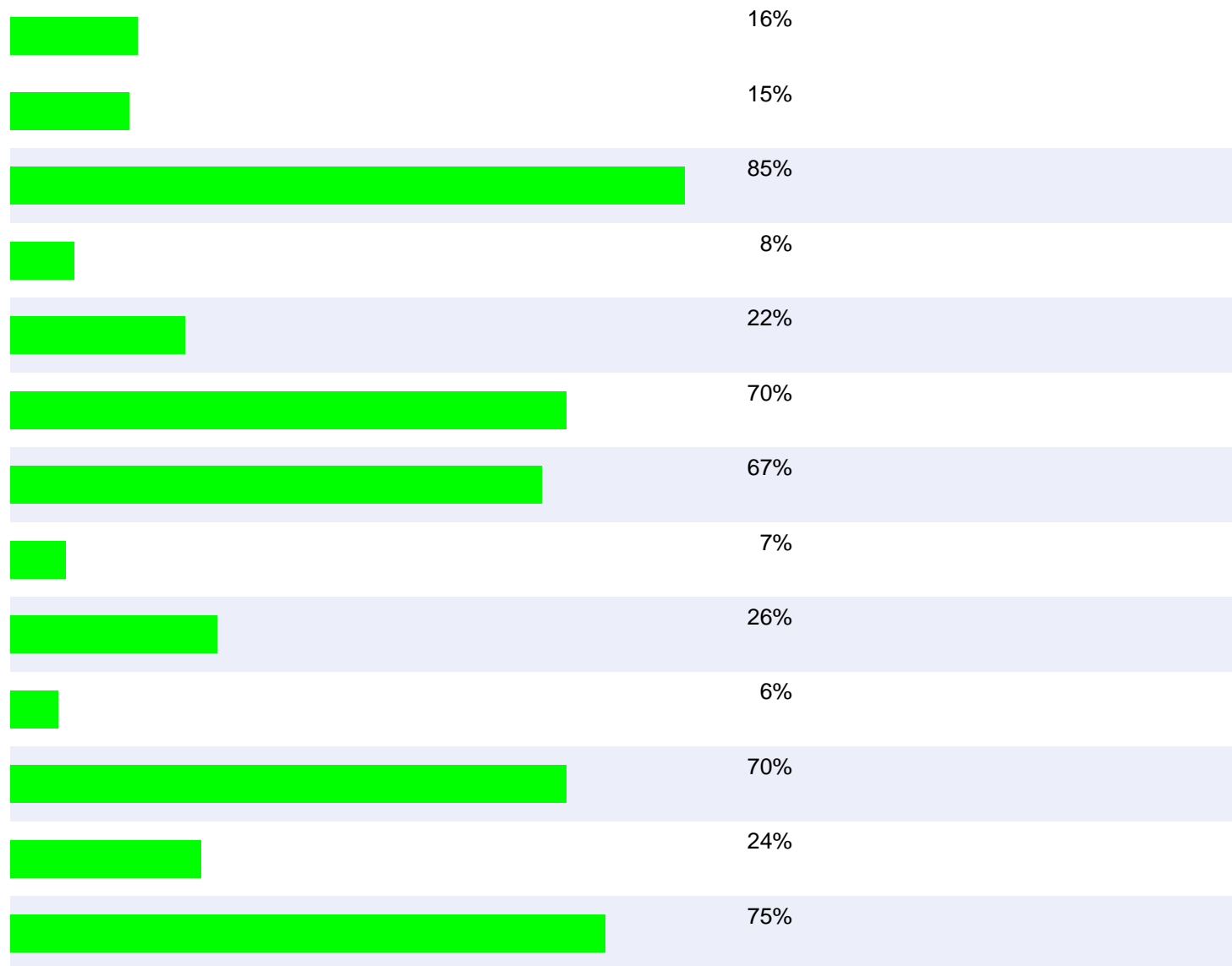
"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

TX	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
TX	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
TX	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
TX	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
TX	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
TX	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
TX	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
TX	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
TX	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
TX	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
TX	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
TX	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
TX	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P

# HCAHPS - State

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

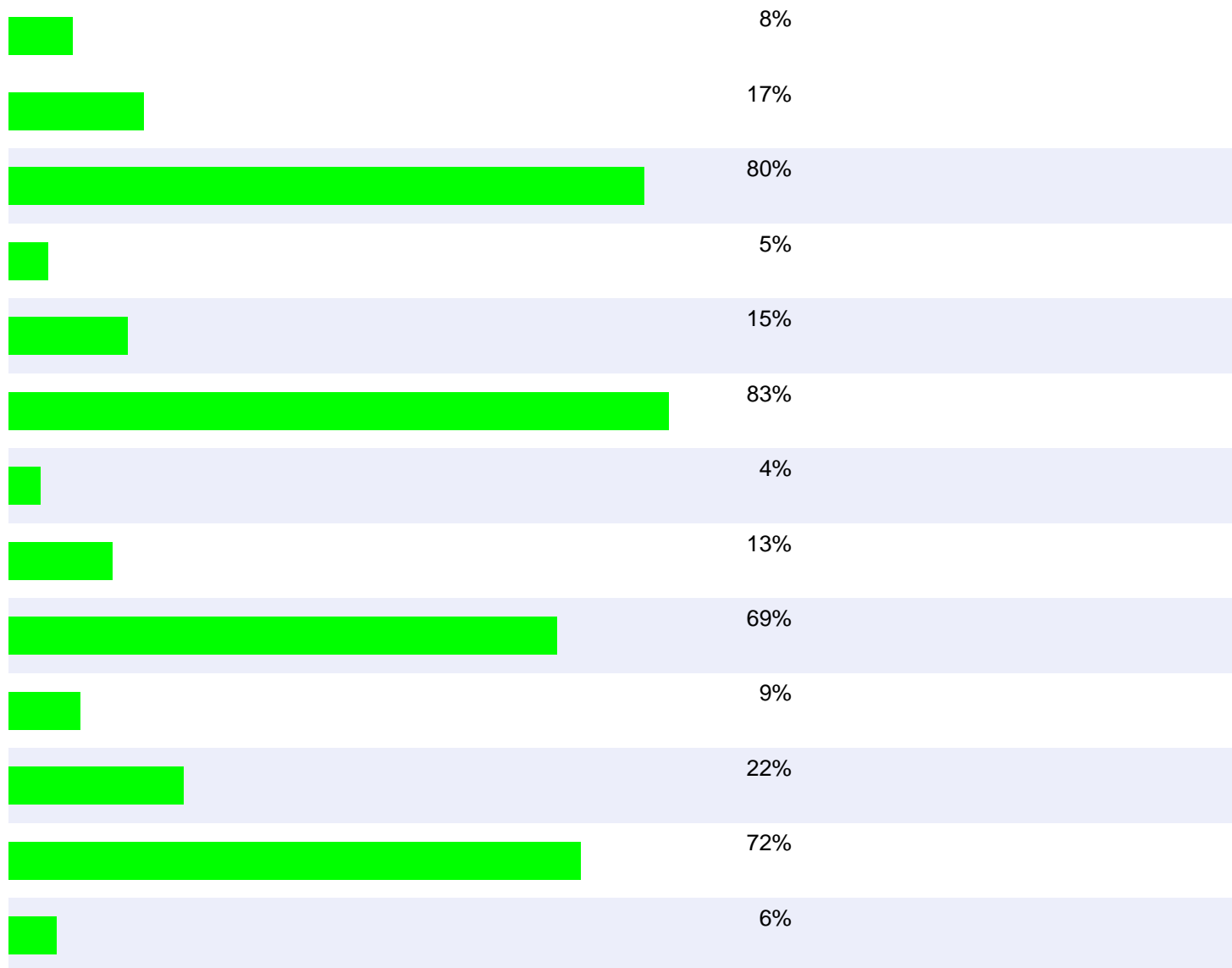
Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

TX	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
TX	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
TX	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
TX	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
TX	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
TX	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
TX	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
TX	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
TX	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
TX	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
TX	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
TX	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
TX	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN

# HCAHPS - State

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

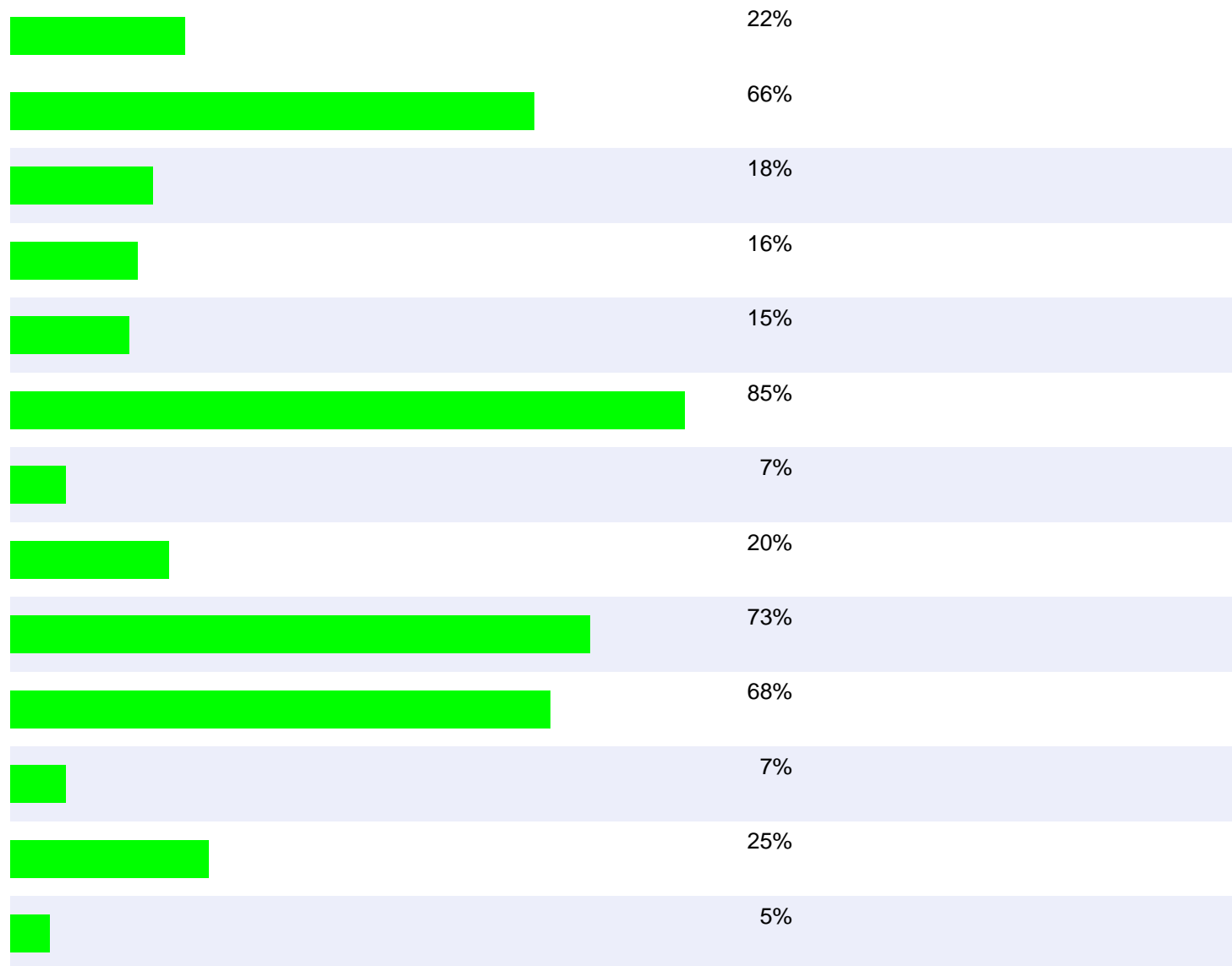
"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

TX	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
TX	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
UT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
UT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
UT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
UT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
UT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
UT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
UT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
UT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
UT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
UT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
UT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P

# HCAHPS - State

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

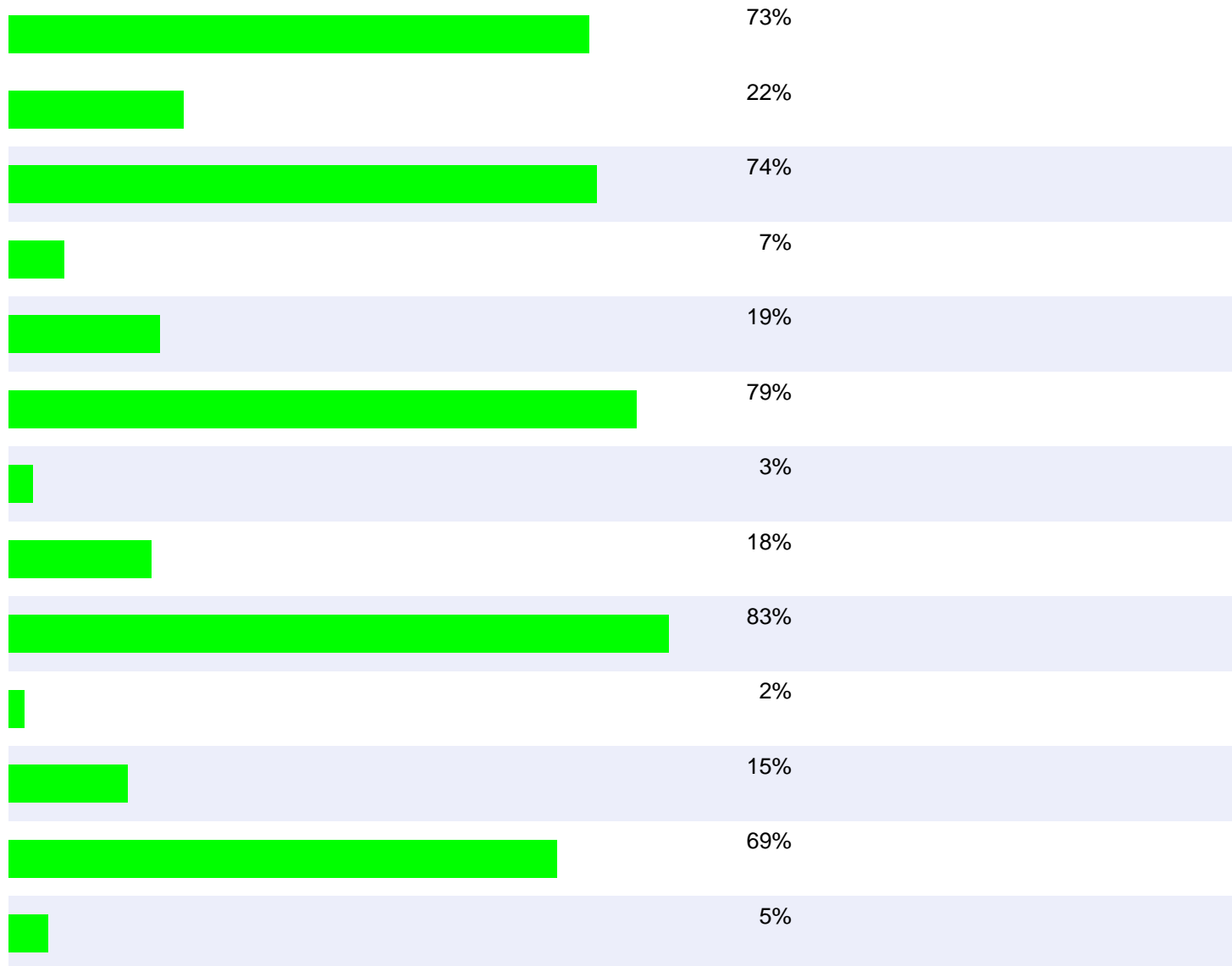
Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

UT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
UT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
UT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
UT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
UT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
UT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
UT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
UT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
UT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
UT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
UT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
UT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
UT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P

# HCAHPS - State

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

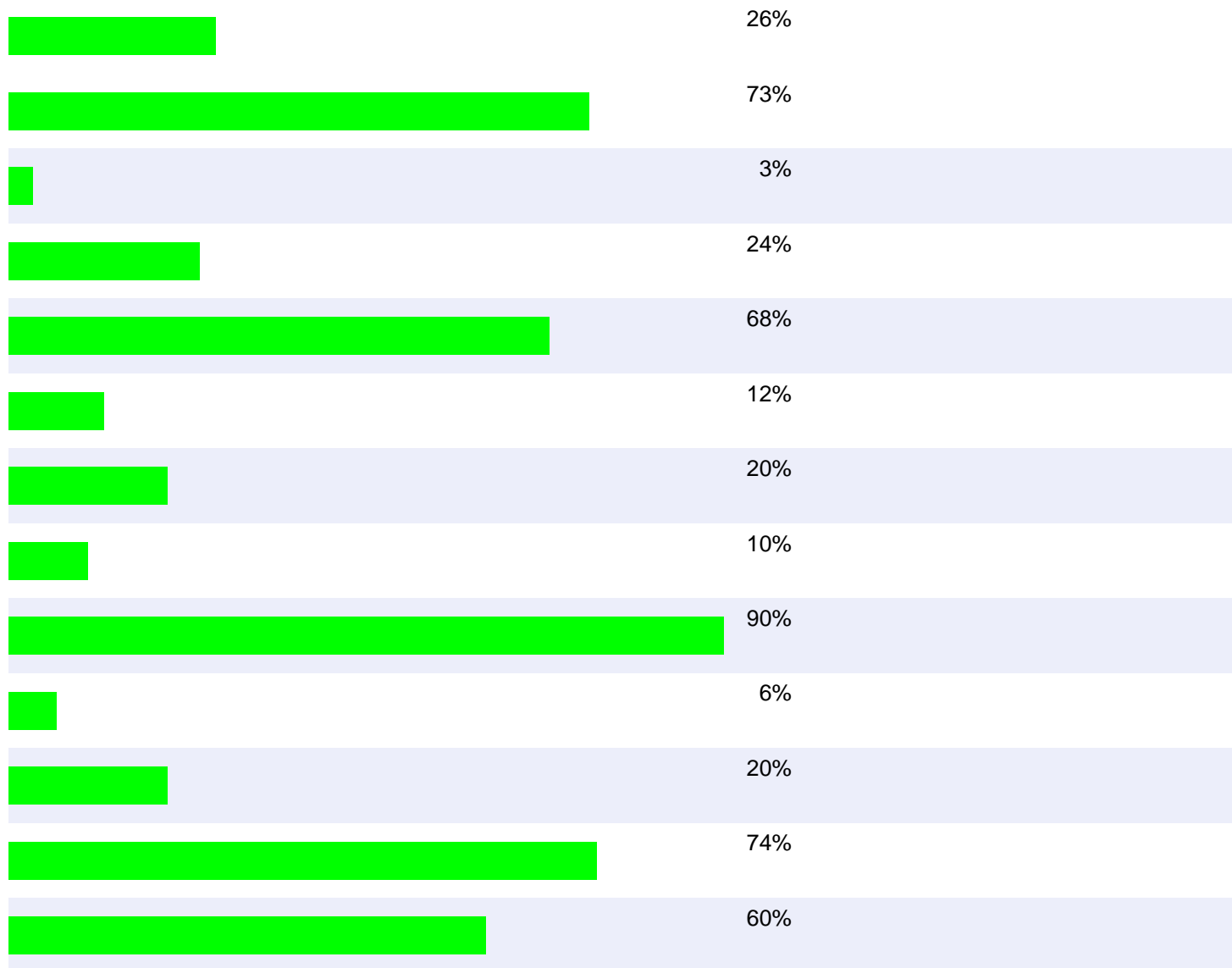
Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

UT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
UT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
UT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
UT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
UT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
VA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
VA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
VA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
VA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
VA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
VA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
VA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
VA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P

# HCAHPS - State

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

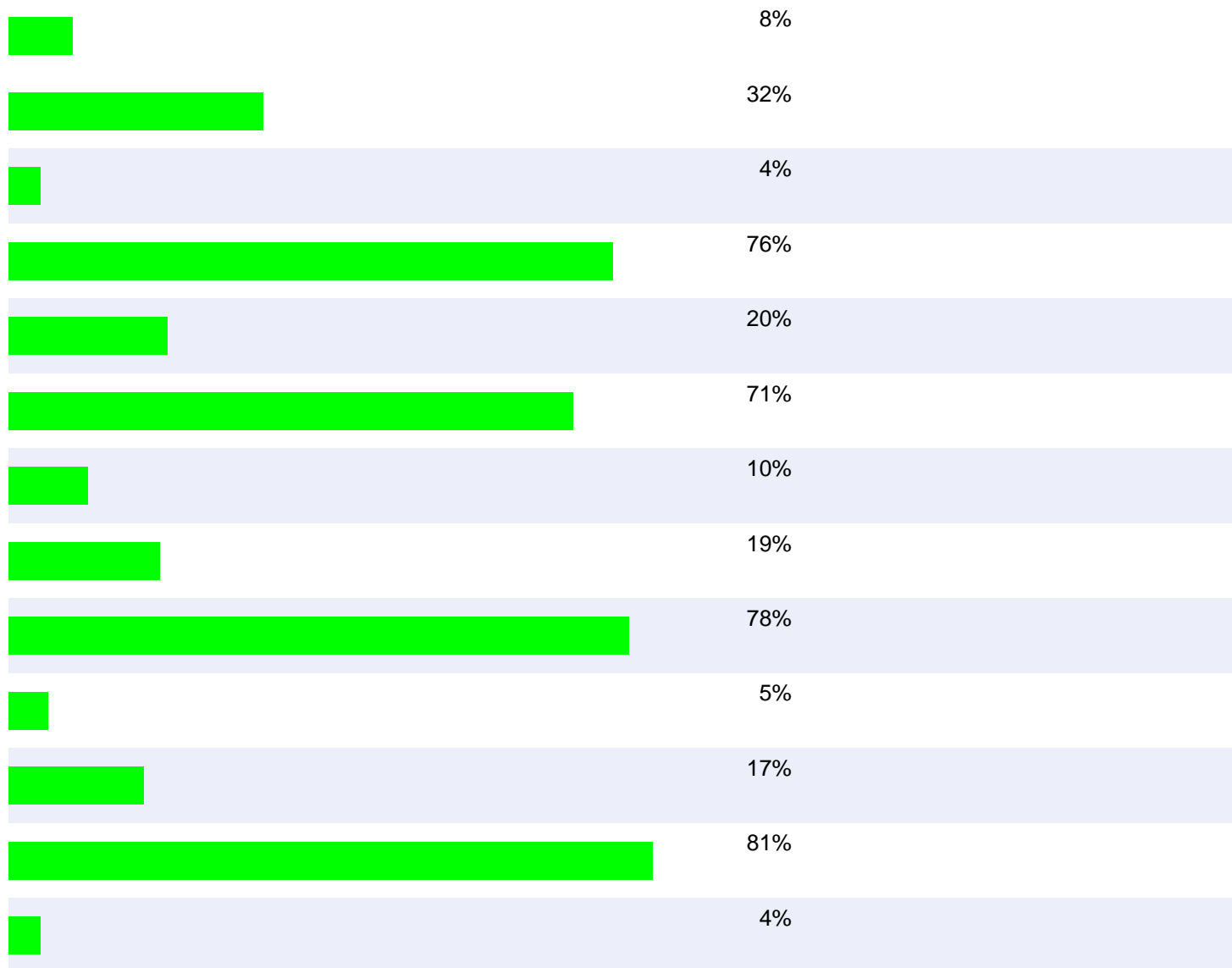
Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

VA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
VA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
VA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
VA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
VA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
VA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
VA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
VA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
VA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
VA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
VA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
VA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
VA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6

# HCAHPS - State

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

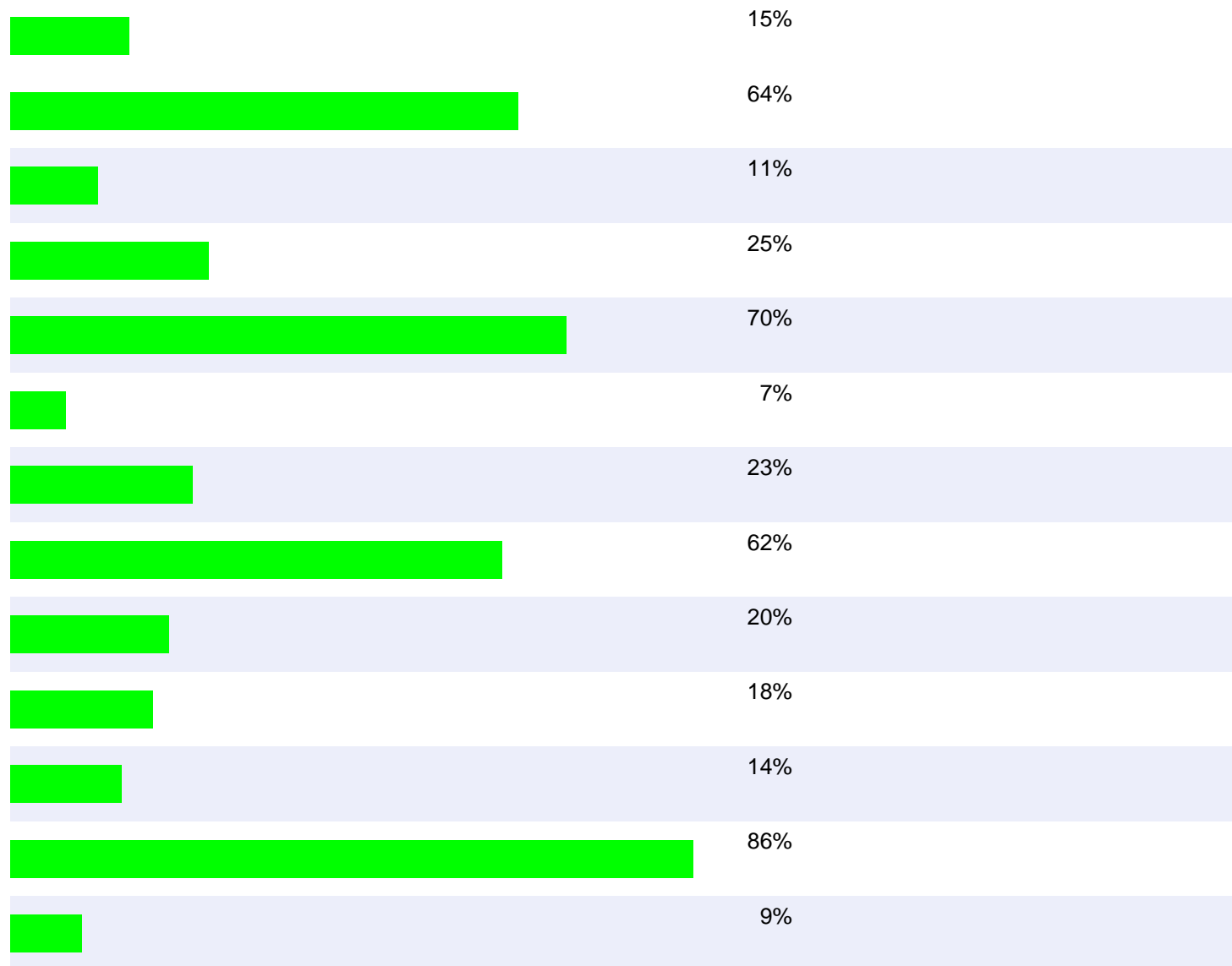
Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

VA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
VA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
VA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
VA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
VA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
VA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
VA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
VA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
VI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
VI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
VI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
VI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
VI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P

# HCAHPS - State

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

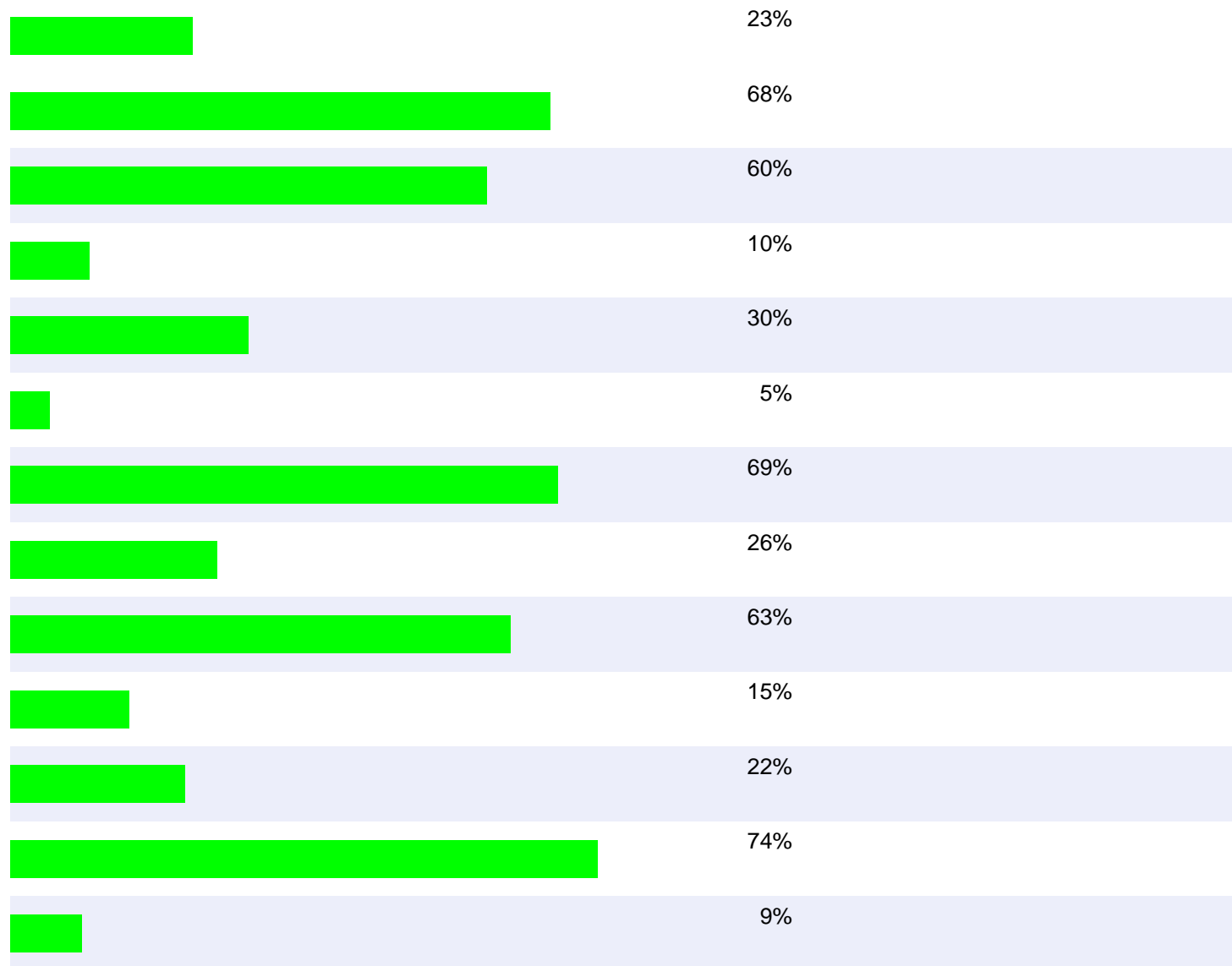
Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013



# HCAHPS - State

VI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
VI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
VI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
VI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
VI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
VI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
VI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
VI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
VI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
VI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
VI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
VI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
VI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P

# HCAHPS - State

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

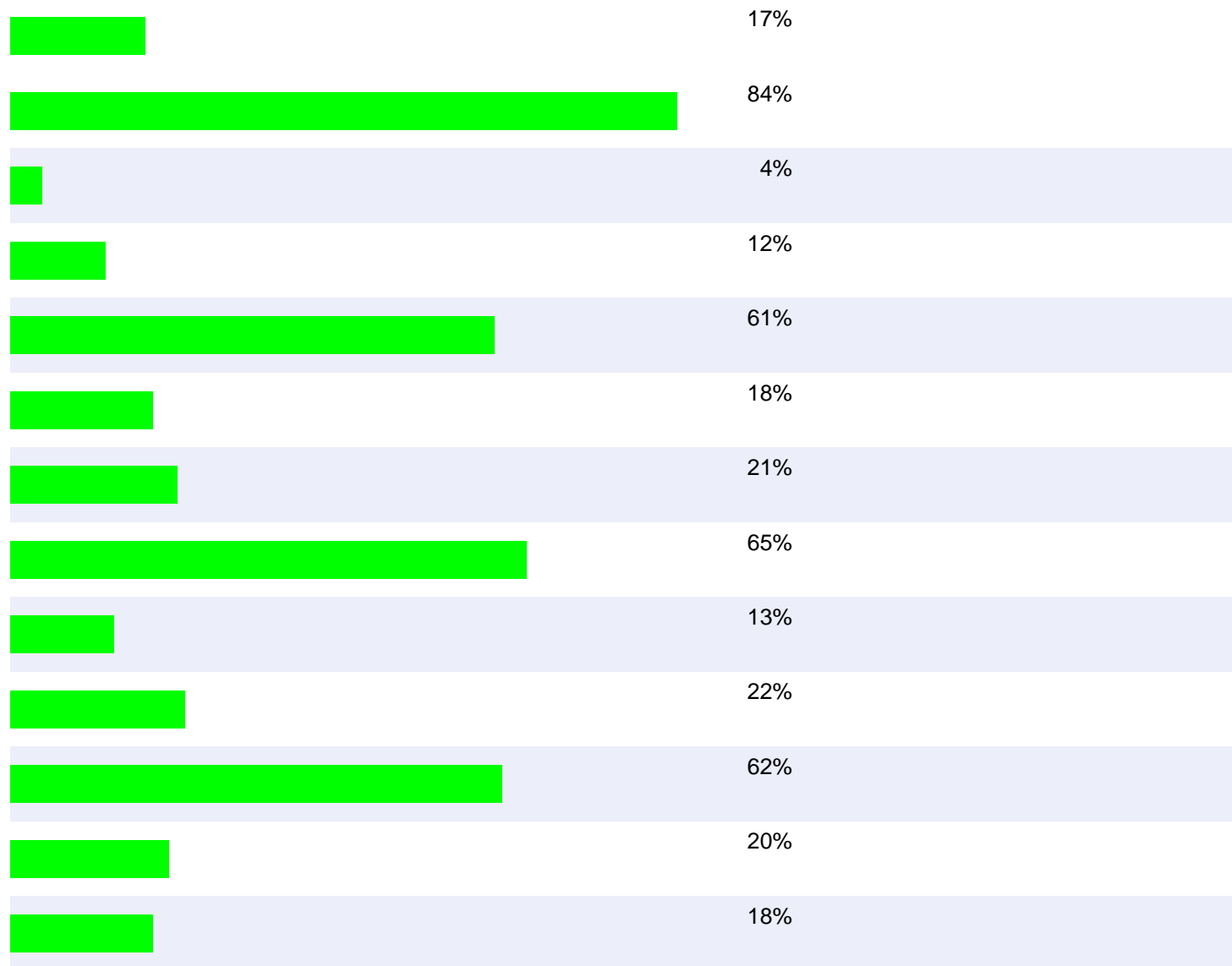
Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

VI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
VI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
VI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
VI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
VI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
VI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
VI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
VI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
VI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
VI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
VI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
VT	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
VT	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P

# HCAHPS - State

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

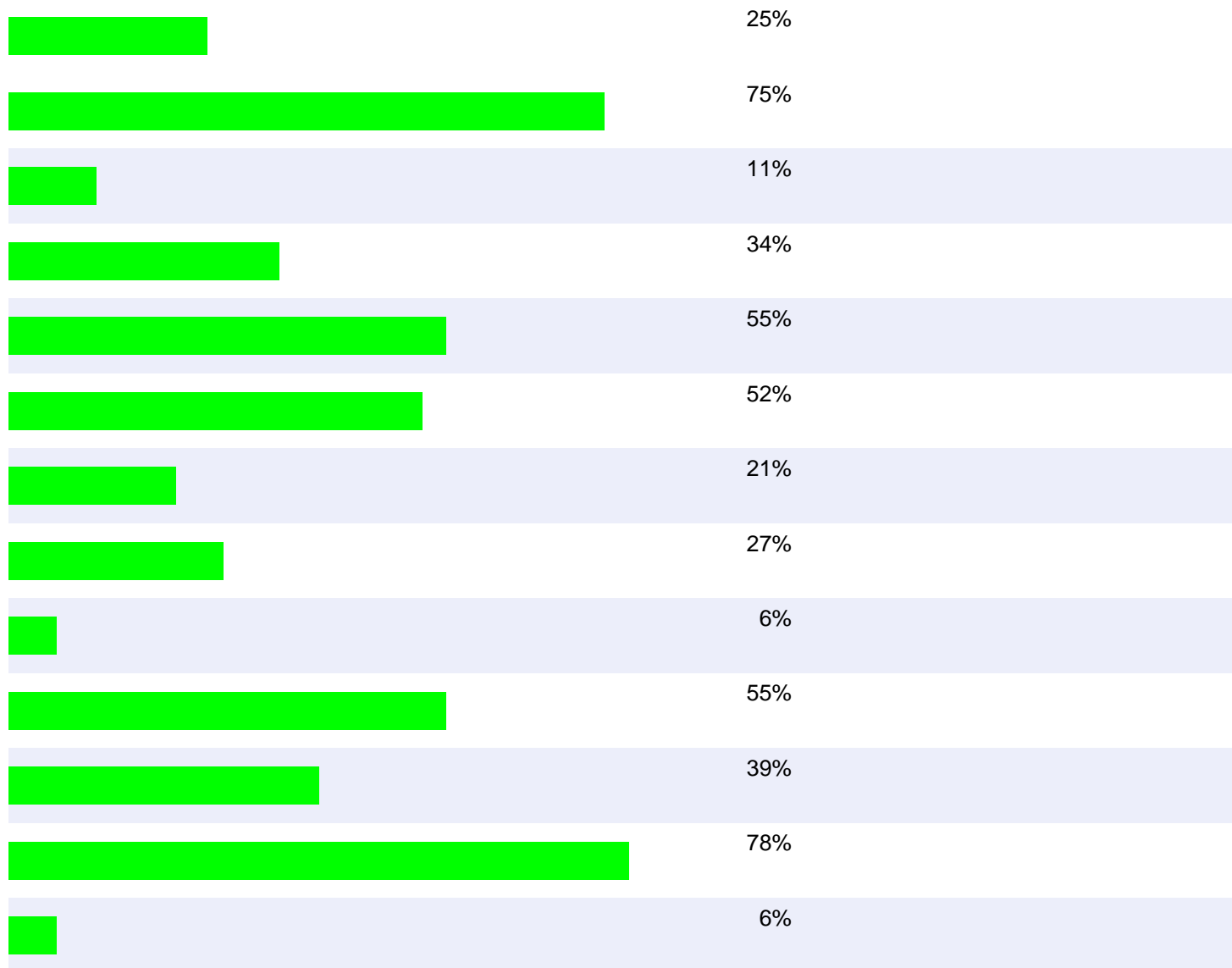
"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

VT	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
VT	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
VT	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
VT	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
VT	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
VT	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
VT	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
VT	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
VT	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
VT	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
VT	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
VT	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
VT	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P

# HCAHPS - State

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

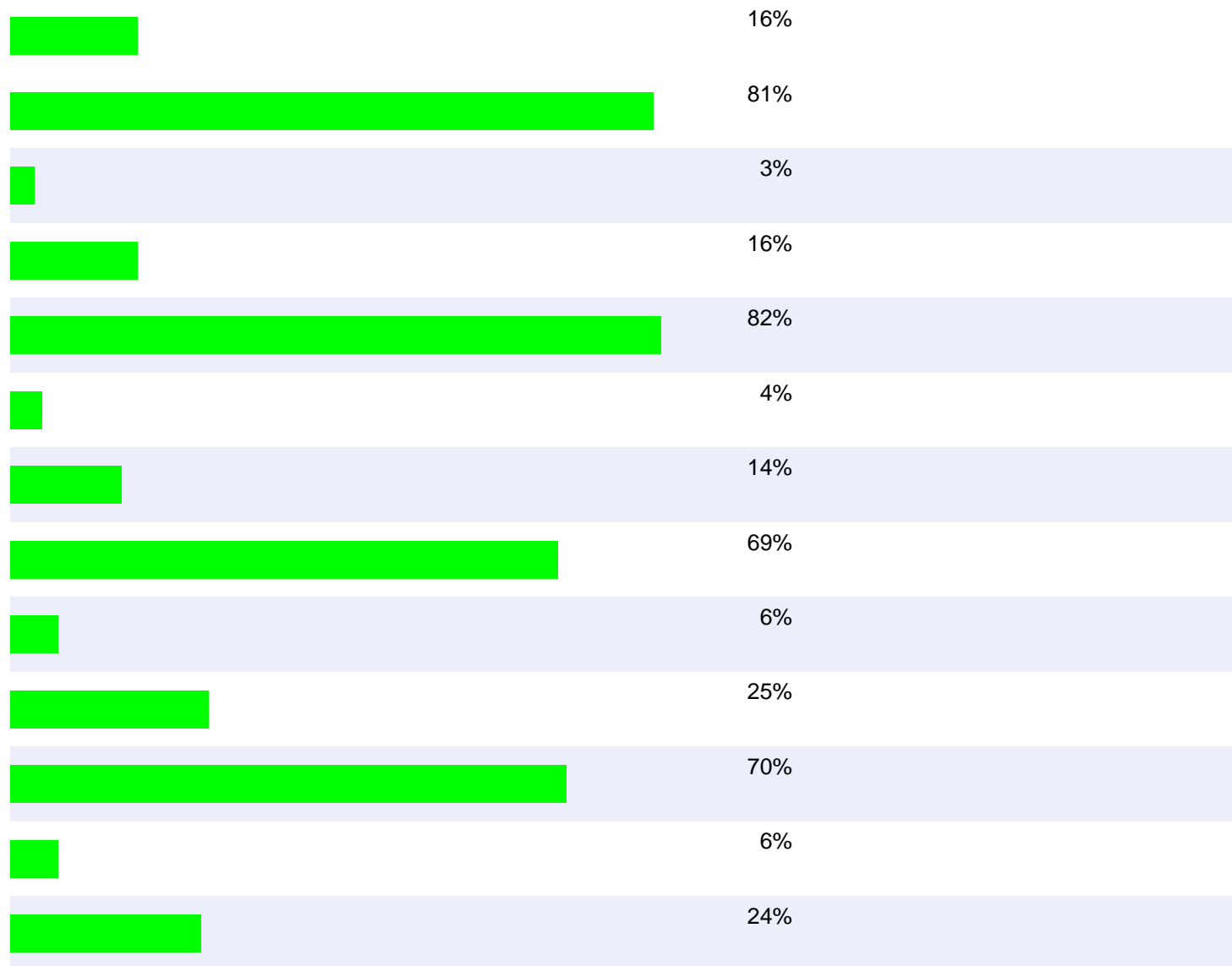
Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

# HCAHPS - State



# HCAHPS - State

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

10/01/2012

09/30/2013

# HCAHPS - State

VT	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
VT	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
VT	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
VT	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
VT	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
VT	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
VT	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
VT	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
VT	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
VT	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
VT	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
VT	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
VT	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY

# HCAHPS - State

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

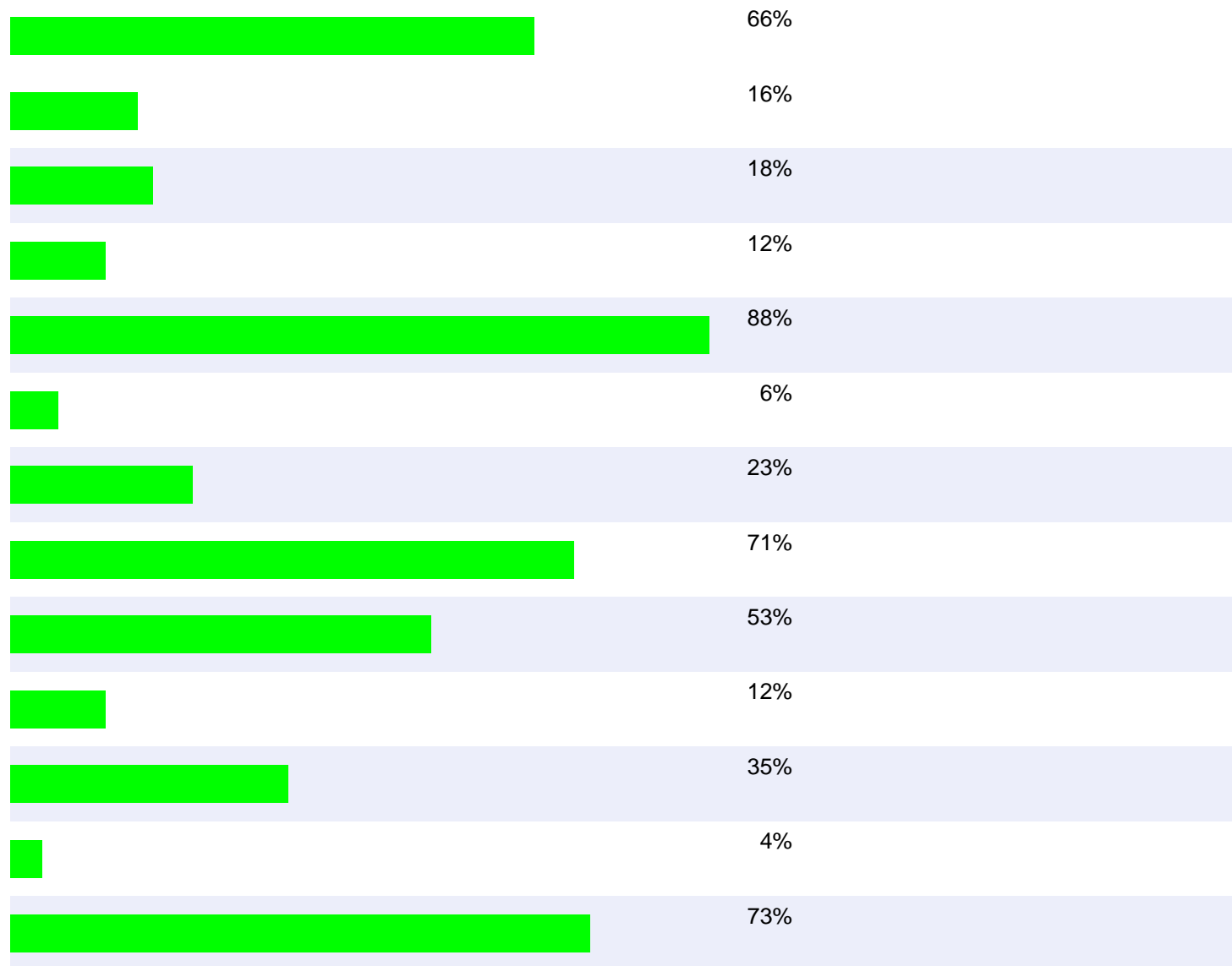
"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

VT	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WA	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WA	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WA	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
WA	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WA	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WA	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
WA	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WA	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WA	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
WA	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WA	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WA	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P

# HCAHPS - State

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

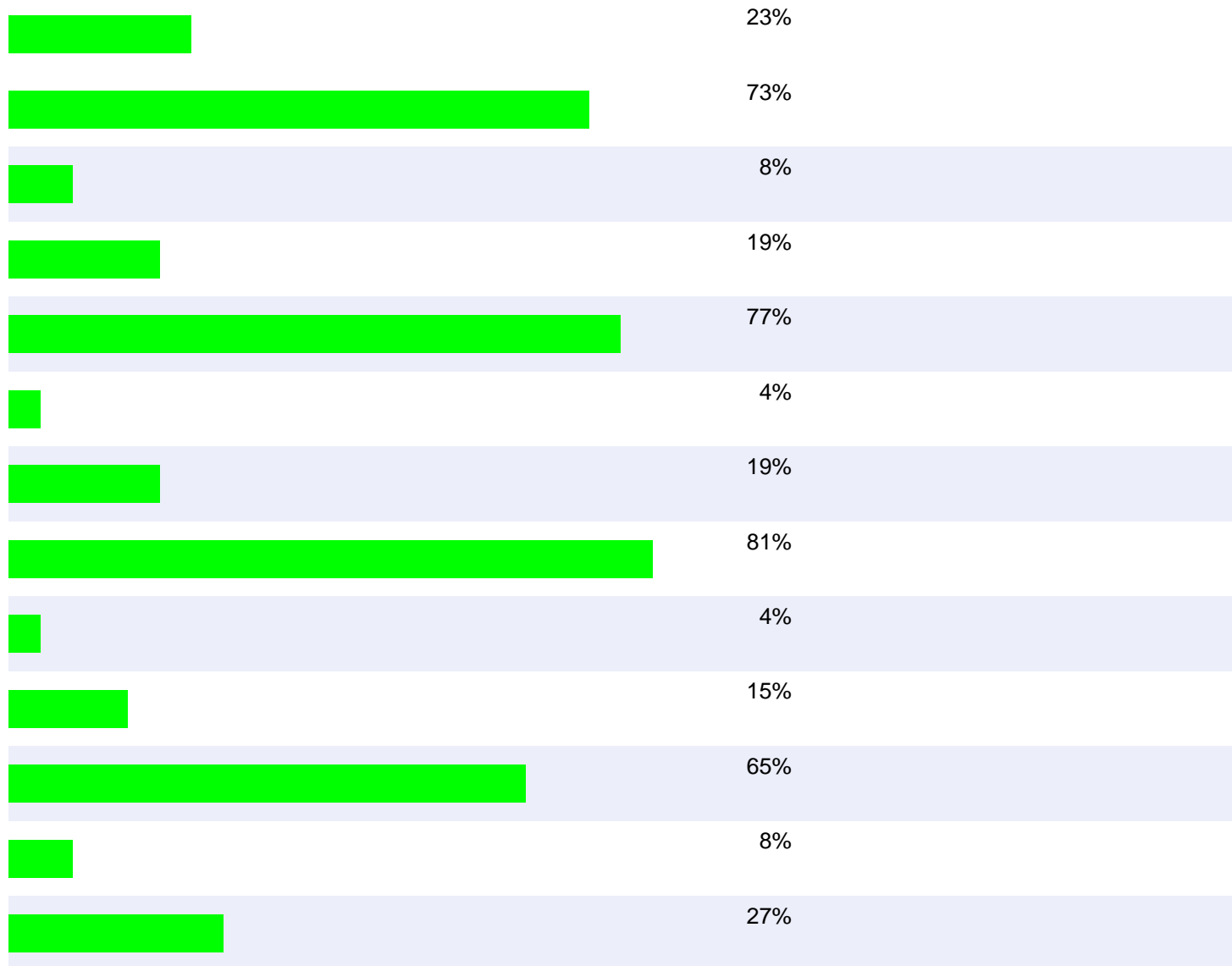
Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

WA	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WA	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WA	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WA	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
WA	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WA	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WA	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
WA	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WA	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WA	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
WA	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WA	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WA	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P

# HCAHPS - State

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

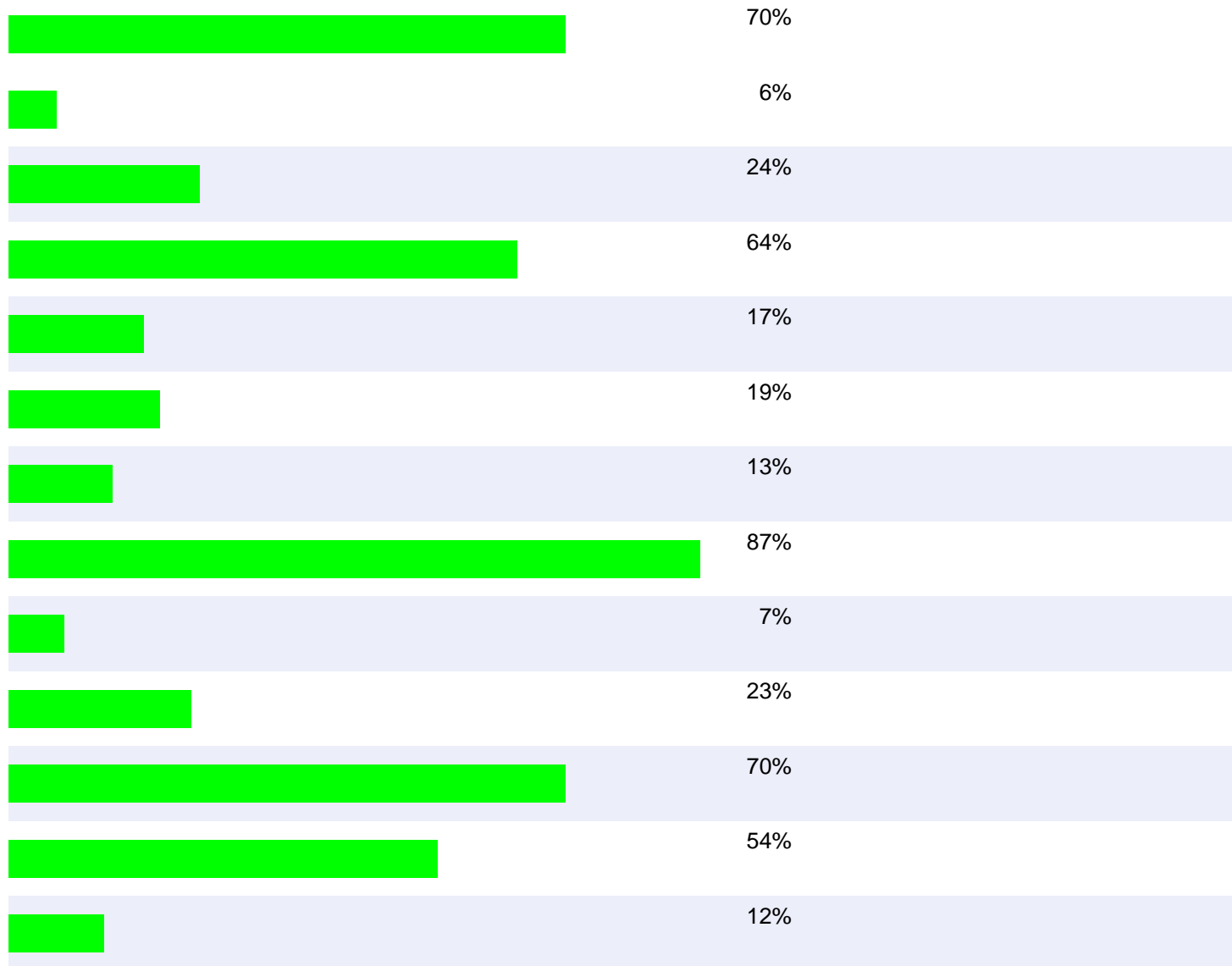
Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

WA	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WA	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WA	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WA	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WI	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WI	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WI	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
WI	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WI	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WI	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
WI	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WI	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WI	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P

# HCAHPS - State

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

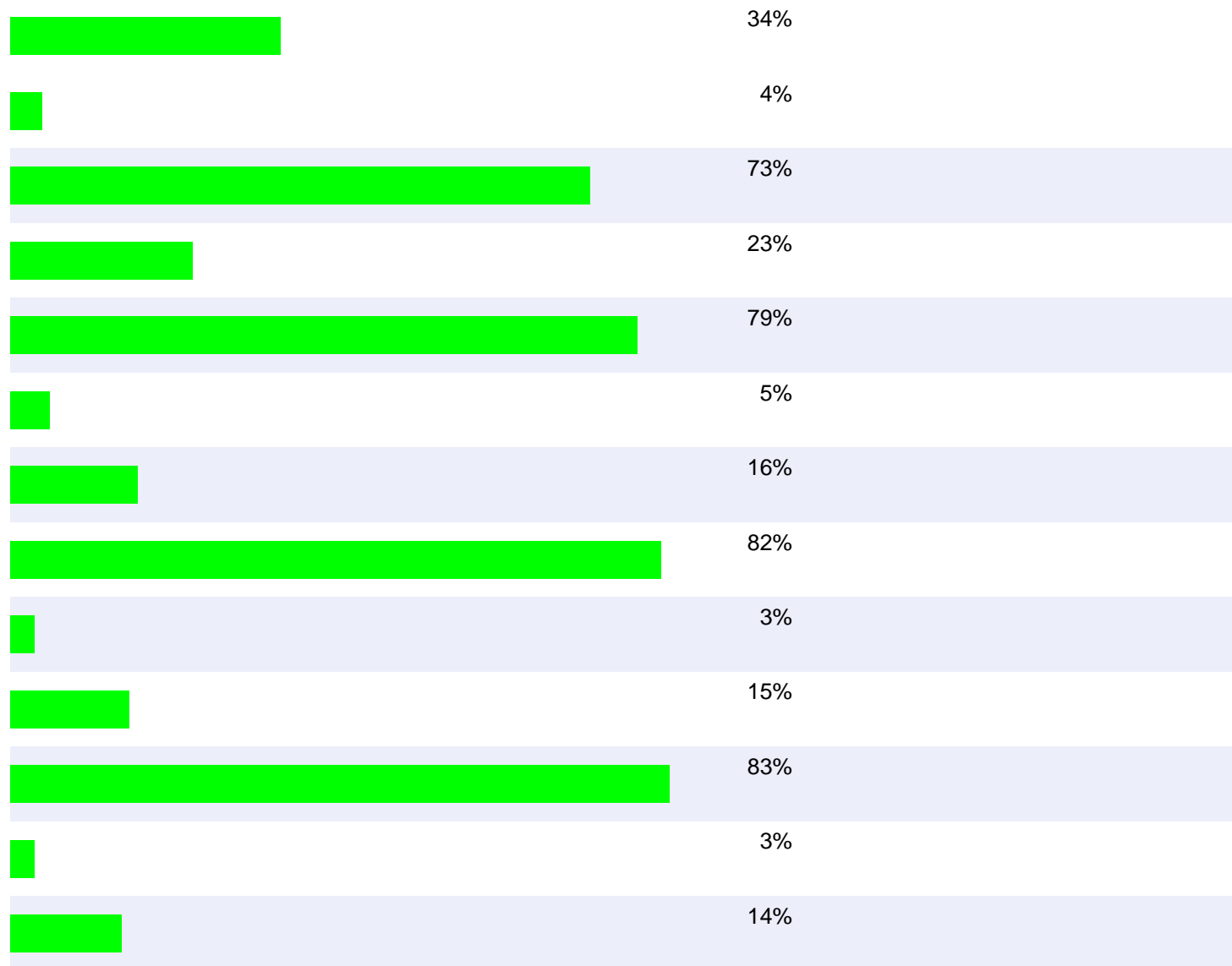
Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

WI	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WI	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WI	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
WI	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WI	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WI	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WI	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
WI	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WI	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WI	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
WI	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WI	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WI	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8

# HCAHPS - State

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

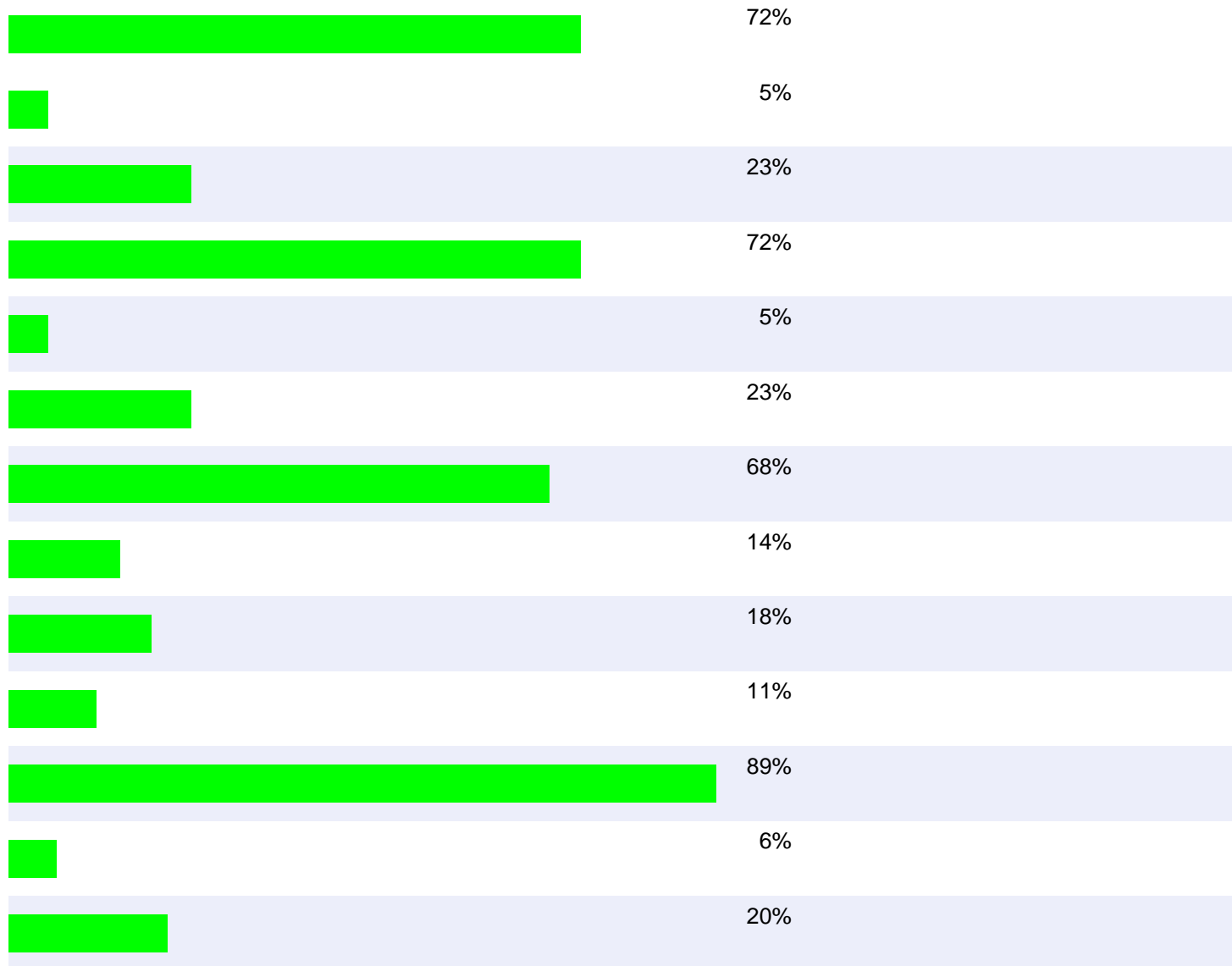
No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

WI	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WI	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WI	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
WI	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WI	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WI	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WI	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WV	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WV	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WV	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P
WV	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WV	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WV	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P

# HCAHPS - State

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

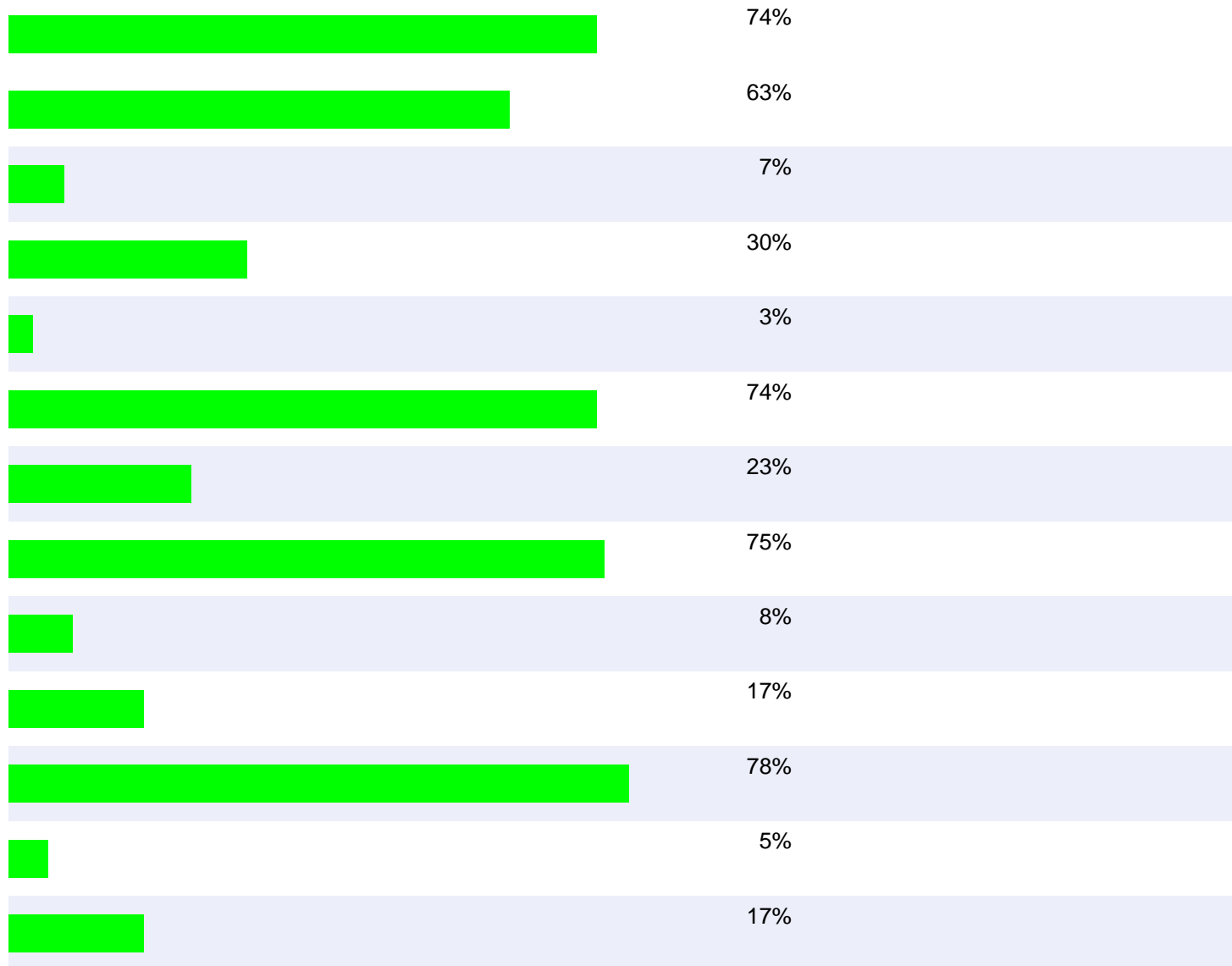
Room was "usually" clean

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

WV	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WV	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WV	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
WV	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WV	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WV	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
WV	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WV	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WV	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WV	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P
WV	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WV	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WV	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P

# HCAHPS - State

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

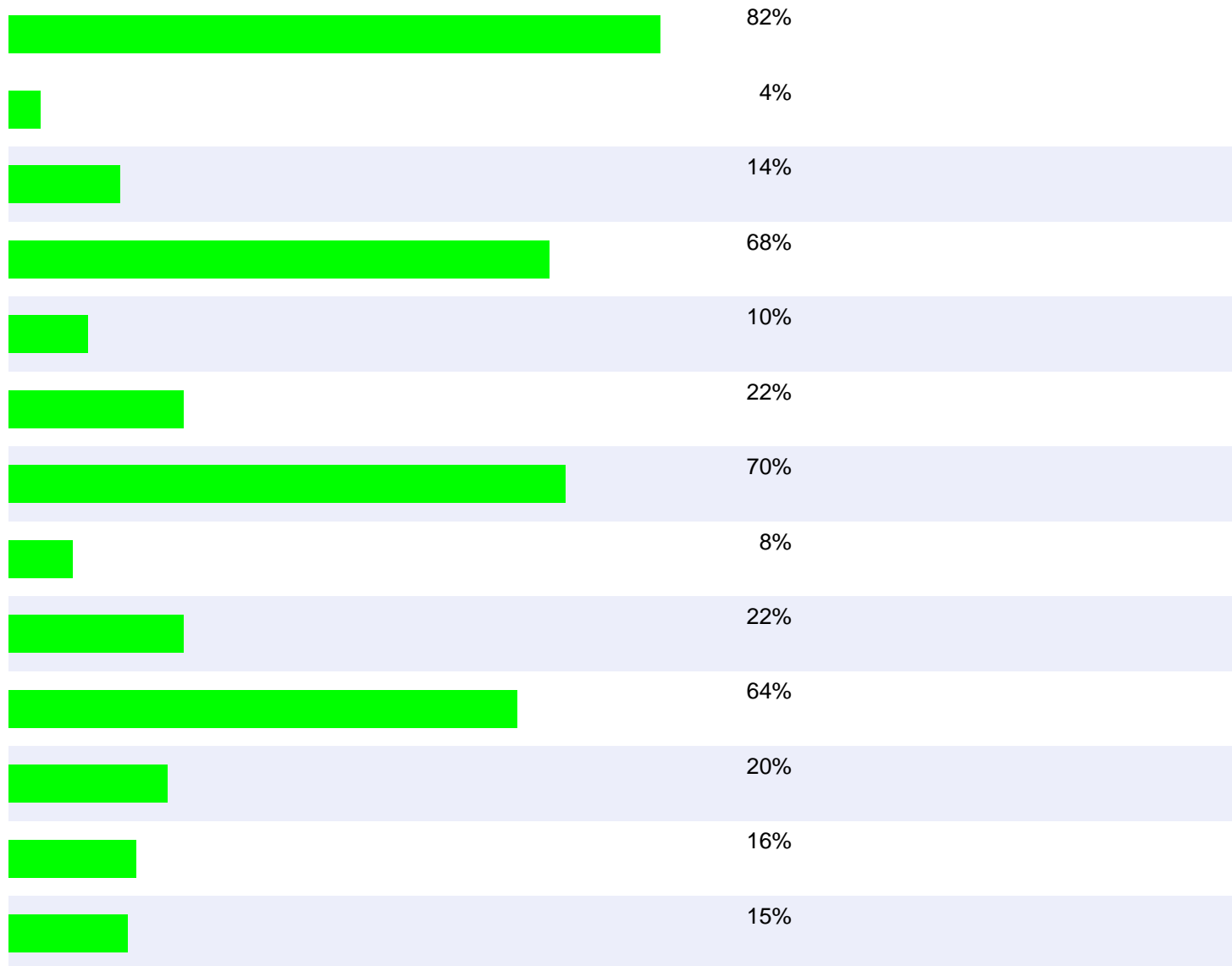
Staff "always" explained

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

WV	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WV	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WV	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
WV	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WV	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WV	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
WV	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WV	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WV	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WV	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY
WY	Patients who reported that their room and bathroom were "Always" clean	H_CLEAN_HSP_A_P
WY	Patients who reported that their room and bathroom were "Sometimes" or "Never" clean	H_CLEAN_HSP_SN_P
WY	Patients who reported that their room and bathroom were "Usually" clean	H_CLEAN_HSP_U_P

# HCAHPS - State

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

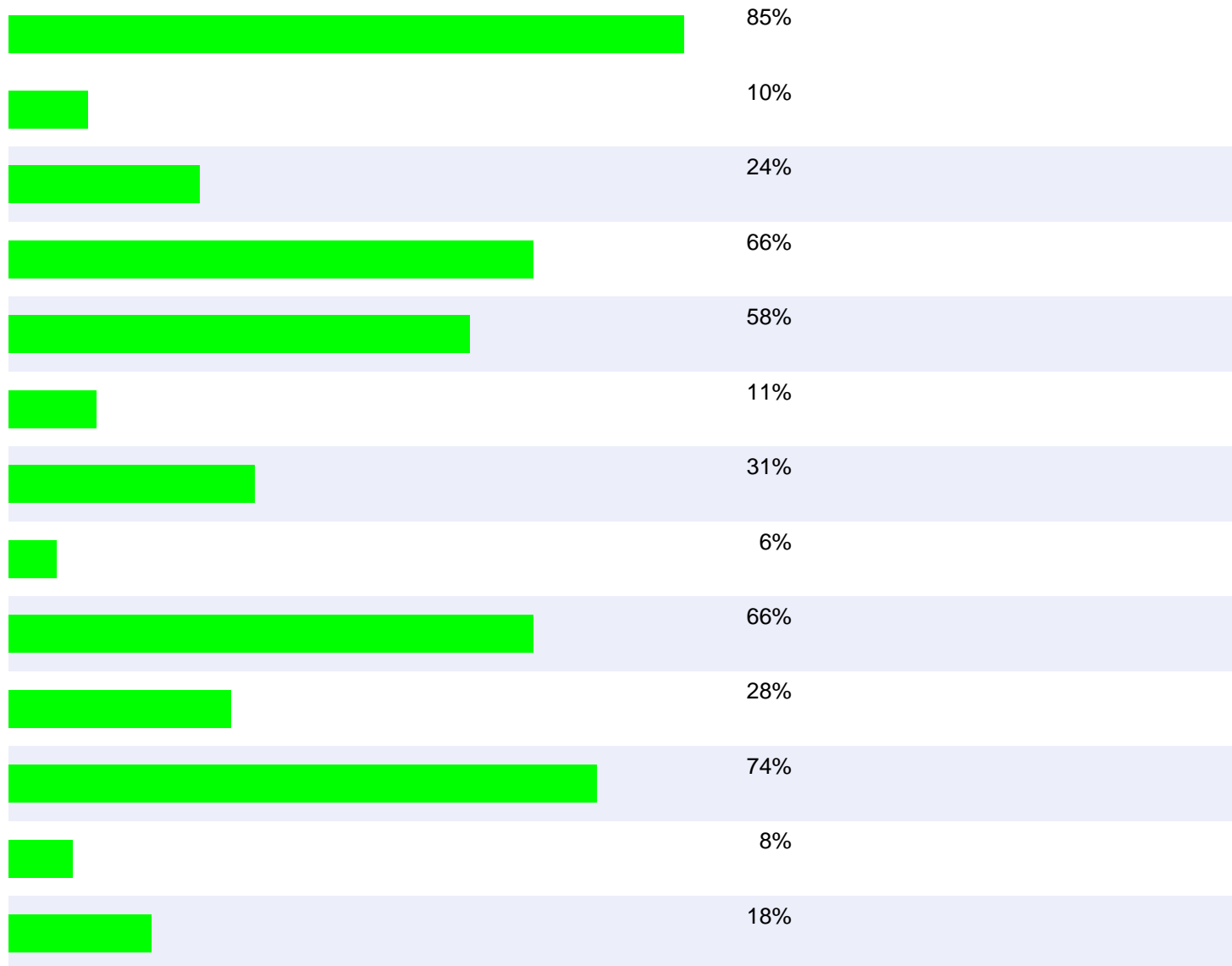
"YES", patients would probably recommend the hospital

Room was "always" clean

Room was "sometimes" or "never" clean

Room was "usually" clean

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

# HCAHPS - State

WY	Patients who reported that their nurses "Always" communicated well	H_COMP_1_A_P
WY	Patients who reported that their nurses "Sometimes" or "Never" communicated well	H_COMP_1_SN_P
WY	Patients who reported that their nurses "Usually" communicated well	H_COMP_1_U_P
WY	Patients who reported that their doctors "Always" communicated well	H_COMP_2_A_P
WY	Patients who reported that their doctors "Sometimes" or "Never" communicated well	H_COMP_2_SN_P
WY	Patients who reported that their doctors "Usually" communicated well	H_COMP_2_U_P
WY	Patients who reported that they "Always" received help as soon as they wanted	H_COMP_3_A_P
WY	Patients who reported that they "Sometimes" or "Never" received help as soon as they wanted	H_COMP_3_SN_P
WY	Patients who reported that they "Usually" received help as soon as they wanted	H_COMP_3_U_P
WY	Patients who reported that their pain was "Always" well controlled	H_COMP_4_A_P
WY	Patients who reported that their pain was "Sometimes" or "Never" well controlled	H_COMP_4_SN_P
WY	Patients who reported that their pain was "Usually" well controlled	H_COMP_4_U_P
WY	Patients who reported that staff "Always" explained about medicines before giving it to them	H_COMP_5_A_P

# HCAHPS - State

Nurses "always" communicated well

Nurses "sometimes" or "never" communicated well

Nurses "usually" communicated well

Doctors "always" communicated well

Doctors "sometimes" or "never" communicated well

Doctors "usually" communicated well

Patients "always" received help as soon as they wanted

Patients "sometimes" or "never" received help as soon as they wanted

Patients "usually" received help as soon as they wanted

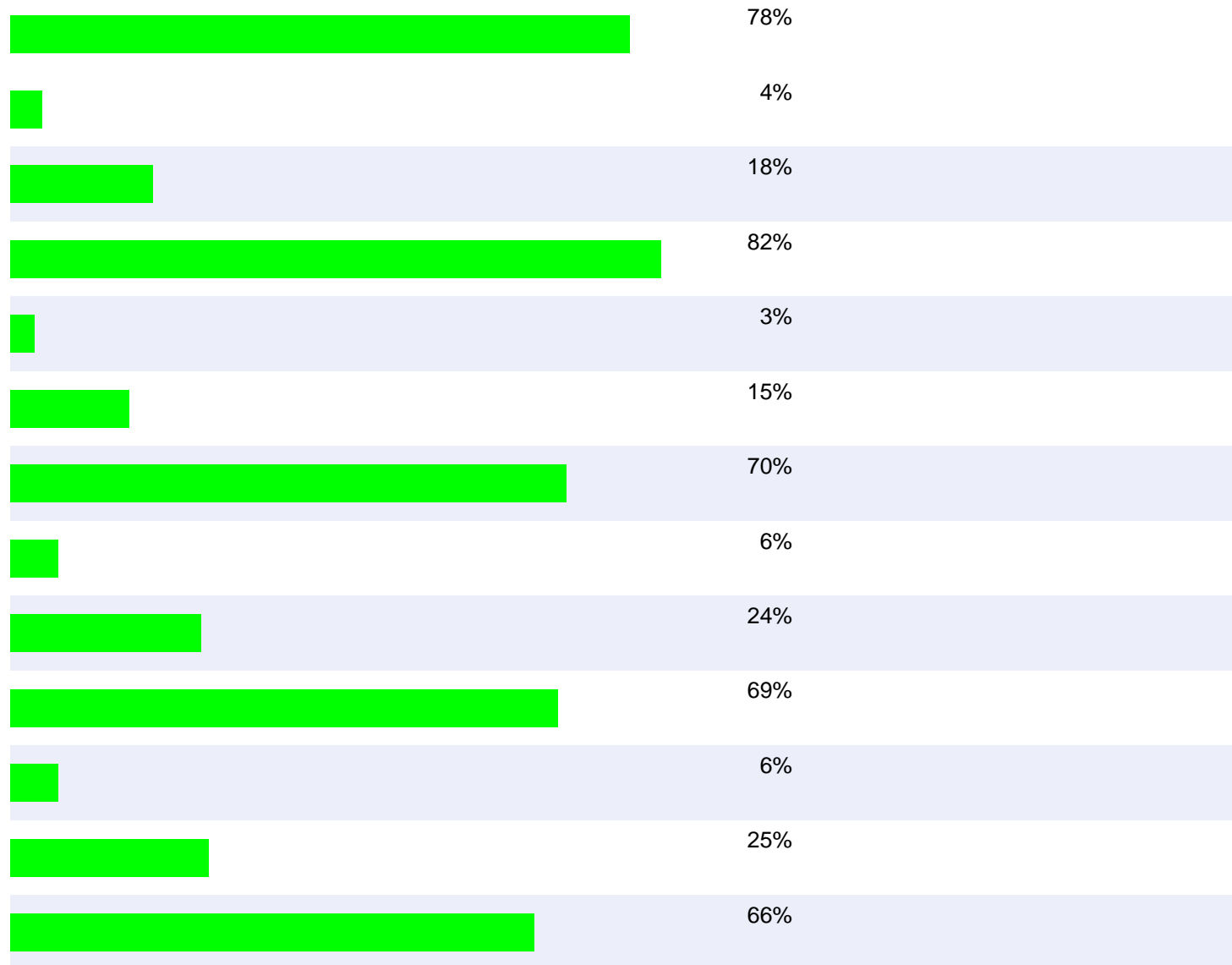
Pain was "always" well controlled

Pain was "sometimes" or "never" well controlled

Pain was "usually" well controlled

Staff "always" explained

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------



# HCAHPS - State

WY	Patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them	H_COMP_5_SN_P
WY	Patients who reported that staff "Usually" explained about medicines before giving it to them	H_COMP_5_U_P
WY	Patients who reported that NO, they were not given information about what to do during their recovery at home	H_COMP_6_N_P
WY	Patients who reported that YES, they were given information about what to do during their recovery at home	H_COMP_6_Y_P
WY	Patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_0_6
WY	Patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_7_8
WY	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	H_HSP_RATING_9_10
WY	Patients who reported that the area around their room was "Always" quiet at night	H_QUIET_HSP_A_P
WY	Patients who reported that the area around their room was "Sometimes" or "Never" quiet at night	H_QUIET_HSP_SN_P
WY	Patients who reported that the area around their room was "Usually" quiet at night	H_QUIET_HSP_U_P
WY	Patients who reported NO, they would probably not or definitely not recommend the hospital	H_RECMND_DN
WY	Patients who reported YES, they would definitely recommend the hospital	H_RECMND_DY
WY	Patients who reported YES, they would probably recommend the hospital	H_RECMND_PY

# HCAHPS - State

Staff "sometimes" or "never" explained

Staff "usually" explained

No, staff "did not" give patients this information

Yes, staff "did" give patients this information

Patients who gave a rating of "6" or lower (low)

Patients who gave a rating of "7" or "8" (medium)

Patients who gave a rating of "9" or "10" (high)

"Always" quiet at night

"Sometimes" or "never" quiet at night

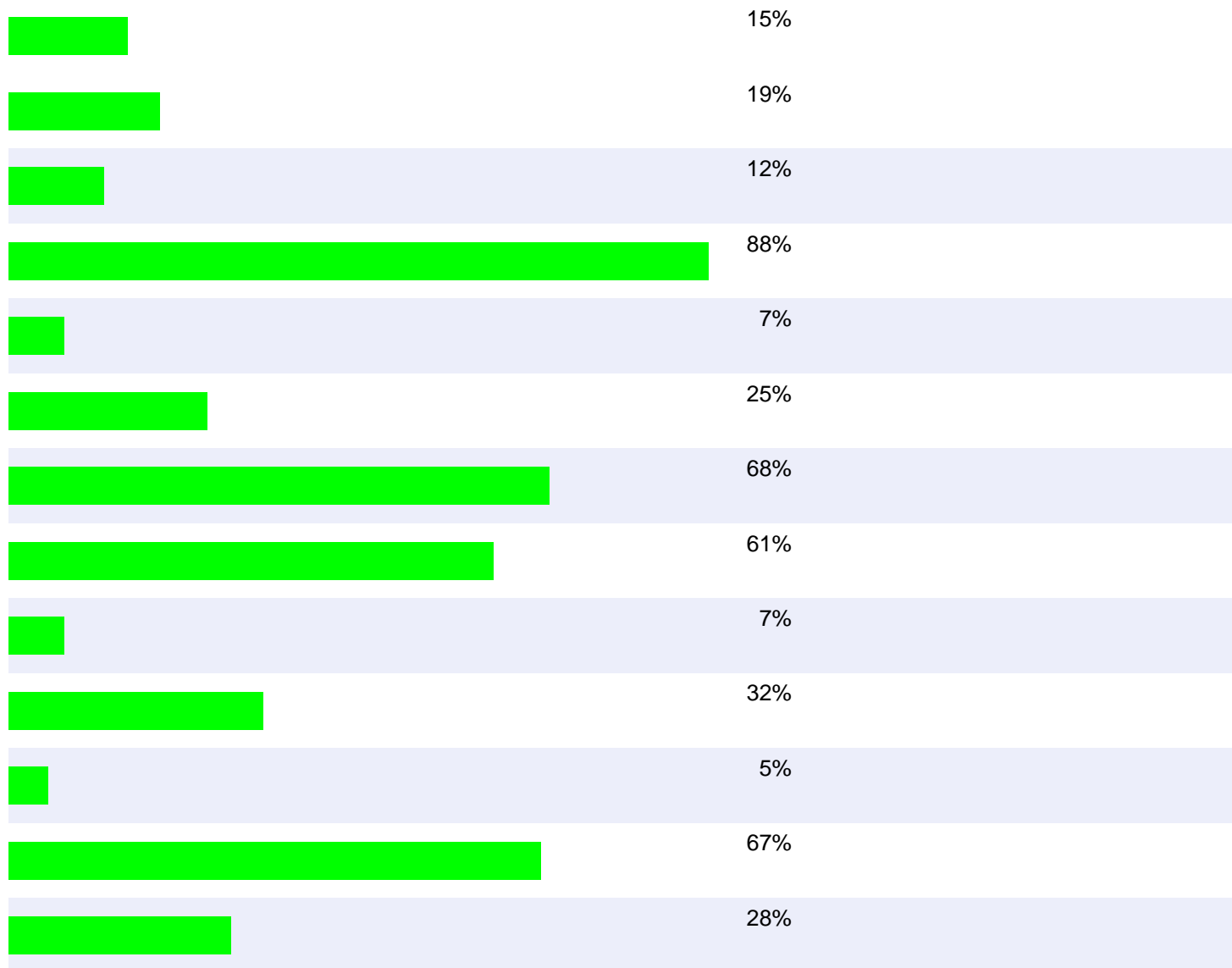
"Usually" quiet at night

"NO", patients would not recommend the hospital (they probably would not or definitely would not recommend it)

"YES", patients would definitely recommend the hospital

"YES", patients would probably recommend the hospital

# HCAHPS - State



# HCAHPS - State

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------

10/01/2012	09/30/2013
------------	------------